

P.S.C. No. 1 – Water  
United Water New York Inc.  
Initial Effective Date: **March 27, 2016**

Leaf No. 40  
Revision: **1**  
Superseding Revision: 0

## GENERAL INFORMATION

(b) The location of the nearest Company business office where application can be made.

**(H) Willful waste or use of water through improper and imperfect pipes, or by another means. Whenever leakage occurs on pipes and facilities owned by the customer, the customer shall make necessary repairs without delay. If the customer fails to make said repairs within a reasonable time, the Company reserves the right to discontinue the supply until such time as the leak is repaired and all costs incurred by the Company are paid.**

**(I) Disconnection or tampering with any service pipe, seal, meter or any other appliance owned by the Company.**

**(J) The Company shall adhere to all water conservation laws and regulations adopted by a governing body or agency having jurisdiction within its franchise area. In the event a customer of the Company should violate local water conservation ordinances, the company can enforce compliance through subsection (H) above by discontinuing the service to the customer for willful waster of water.**

### 10.2 Customers Receiving Public Assistance

The Company will not terminate service for nonpayment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the Local Social Services official.

### 10.3 Emergency Discontinuance

The Company may disconnect service to a premise when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system. In such cases, the Company will, if possible provide advance notice to those whose service will be disconnected, and will act promptly to restore service as soon as feasible after disconnection. Where the cause of the disconnection is the condition or nature of the Customer's facilities, the Company shall so notify the Customer, who shall act promptly to correct the situation. Service will be restored to any premise which has been disconnected under this section, before it will be terminated for nonpayment of charges.

Issued by: **C.J. Graziano, V.P. & Gen. Mgr., 360 West Nyack Road, West Nyack, NY 10994**

Cancelled by supplement No. 17 effective 01/27/2017  
Suspended to 02/25/2017 by order in Case 16-W-0130. See Supplement No. 16. The supplement filing date was 12/19/2016  
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