

PSC No. 1 – Water  
UNITED WATER NEW ROCHELLE INC.  
Initial Effective Date: **January 1, 2014**

Leaf No. 9  
Revision: **1**  
Superseding Revision: **0**

### **GENERAL INFORMATION**

- (o) "The Commission" is the New York State Public Service Commission.
- (p) "The Consumer Services Division" is The Office of Consumer Services of the New York State Department of Public Service.
- (q) "Current charges" as used in Section **18.8 - 18.9** dealing with termination of Service To Multiple Dwelling or 2 Family dwellings refers to the amount properly billed to a party responsible for service to a multiple dwelling, or a two-family dwelling, for the billing period covered by the first bill rendered on or after the date the required notice is posted. Current charges do not include any arrears for earlier billing periods.
- (r) A "deferred payment agreement" or "payment agreement" is a written agreement for the payment of outstanding charges over a specific period of time.
- (s) A "delinquent customer" is a customer who has made two or more consecutive late payments, as defined in paragraph (v) of this section, within the previous 12 months.
- (t) A "disabled person" is a person with a physical, mental or medical impairment resulting from anatomical, physiological or neurological conditions which prevents the exercise of a normal bodily function or is demonstrable by medical accepted clinical or laboratory diagnostic techniques, as defined in the Human Rights Act (Executive Law, Section 292 (21)); or a person who is unable because of mental or physical problems to manage his or her own resources or to protect himself or herself from neglect or hazardous situations without the assistance of others.
- (u) "Heat-related service" is water service which is necessary for the on-going operation of a customer's primary heating system.
- (v) A "late payment" is any payment made more than 20 calendar days after the date payment was due, in accordance with paragraph (j) of this section.
- (w) A "multiple dwelling" is a dwelling designed to be occupied by three or more families living independently of each other, as defined in the Multiple Dwelling Law or Multiple Residence Law.
- (x) A "residential customer" is any person who, in accordance with an application for service made by such person or a third party on his or her behalf, is supplied with water service by a utility at a premises where such service is used primarily for his or her residential purposes.