

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

Leaf No. **30.4**
Revision: **0**
Superseding Revision:

The Company may only terminate service to a customer who has submitted a certification of medical emergency after:

- i. written notice has been provided to the customer of the Company's determination either that the certification of medical emergency is no longer in effect or that the customer is able to pay charges for service;**
- ii. any review of the Company's determination by the Commission's designee has been completed; and**
- iii. the requirements of Section 20 of this tariff have been complied with.**

21.3 Customers who are Elderly, Blind or Disabled

(a) Company's Obligations

The Company must not terminate or refuse to restore service to a customer where the customer and all other remaining residents of the households are known to or identified to the Company to be blind, disabled, 62 years of age or older, or 18 years of age or under, without complying with the procedures in this subdivision.

(b) Procedure before Termination of Service

- i. The Company must make a diligent effort to contact personally an adult resident at the customer's premises at least 72 hours before termination of service to attempt to create a plan that would avoid termination and arrange for payment.**
- ii. Where efforts at personal contact are unsuccessful or where the Company and a customer are unable to create a plan, the Company must notify the local department of social services of the name and address of the customer and the date of termination so that social services may ascertain if the customer is eligible for any assistance. The Company must continue service for at least 15 business days after providing this notice, unless notified by the local department of social services that other arrangements have been made.**

(c) Procedure after Termination of Service

- i. In cases where service has been terminated and the Company is later notified that the customer should have received the protections under this subdivision, the Company must:**