

PSC No. 2 – Water
UNITED WATER WESTCHESTER INC.
Initial Effective Date: December 5, 2014

Leaf No. 32
Revision: 0
Superseding Revision:

GENERAL INFORMATION

18.6.1.2 Medical Emergencies

(a) Company's Obligations

The Company must not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when a resident of a customer's premises suffers from a serious illness or medical condition that severely affects his or her well-being, as certified by a medical doctor or local board of health in accordance with this subdivision.

(b) Written Certification

Written certification must:

- i. be submitted on stationery of a medical doctor or local board of health, and be signed by a medical doctor or an official of the local board of health qualified to make a medical judgment;
- ii. state the name and address of the certifying medical doctor or local board of health, and the doctor's State registration number;
- iii. state the name and address of the ill person; and
- iv. include an affirmation that the absence of water service will aggravate an existing medical emergency at a customer's premises.

(c) Procedure for Initial Certification

- i. Initial certification of a medical emergency may be made either in writing or by telephone by a medical doctor or local board of health.
- ii. Initial certification is effective for 30 calendar days from the date the Company receives it, as long as written certification is provided to the Company within 5 business days of any certification made by telephone.
- iii. Certification made only by telephone is effective for 5 business days from the date the Company receives it.
- iv. Within 5 business days of receipt of written certification the Company must provide the customer with a written notice that must: