

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

Leaf No. 33
Revision: 0
Superseding Revision:

GENERAL INFORMATION

- a. state that the Company received such certification and that the certification is effective for 30 calendar days;
- b. advise the customer in detail of the procedures required for renewal of certification under paragraph 21.2 (d) of this Section; including specifically a statement that if the customer does not renew the certification before the 30 day period expires and arrangements for payment are not made, the utility may proceed with termination; and
- c. be accompanied by a form completed showing assets, income and expenses.

(d) Procedure for Renewal of Certification

- i. If the medical emergency is likely to continue beyond the expiration of any written certification, the certification may be renewed, provided that, before the expiration of the initial certification:
 - a. a medical doctor or official of the local board of health submits a new written certification that also states the expected duration of the medical emergency and explains the reason the absence of service would aggravate the medical emergency; and
 - b. the customer demonstrates an inability to pay charges for service, as documented by a form showing assets, income and expenses.
- ii. The Company must, within 5 calendar days of submission of the necessary information, determine whether the customer's assets and current income are insufficient to pay charges for service, considering other necessary and reasonable expenses of the customer.
- iii. If the Company determines that a customer has demonstrated an inability to pay charges for service, it must provide the customer with written notice of determination made under paragraph 21.2 (d) (ii) of this Section and the customer's right to a review of the determination by the Commission's designee.
- iv. If the Company determines that a customer has demonstrated an inability to pay charges for service and a new written certification has been submitted, the Company must inform the customer that certification has been renewed, and how long it will be in effect.