

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

Leaf No. 40  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (1) Company will require occupants in a multiple dwelling to pay no more than the current charges incurred by the party to whom the last preceding bill has been rendered, and must not terminate service if such current charges are paid.
  - (2) If occupants in multiple dwelling find they are unable to reach an agreement with Company to avoid termination of service, they may contact the Commission's designee. After such a request is received, a designee will attempt to work out an agreement and will, if necessary, attempt to arrange a meeting with occupant representatives, Company and the party responsible for making payment for service.
  - (3) The Commission's designee may stay a threatened termination of service to an entire multiple dwelling where it concludes that good faith efforts are being made by the occupants to arrange for the payment of current charges.
- (c) Termination of Heat-Related Service to Multiple Dwellings During Cold Weather Periods

During the cold weather period, the following procedure will be followed by Company to terminate heat-related service to an entire multiple dwelling:

- (1) Company will provide the notices required by subdivision (a) of this section not less than 30 calendar days before the intended termination.
- (2) Company will provide each occupant with a written notice, not less than 10 days before the earliest date termination may occur, advising the occupant that if any occupant in his or her apartment has a serious illness or medical condition that may result in a serious impairment to health or safety by the loss of heat service, he or she should immediately contact Company. The notice will provide the name and telephone number of Company contact person. Whenever an occupant has notified the Company, Company will conduct an on site personal visit without delay, for purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If Company determines that an occupant may suffer a serious impairment to health or safety as a result of termination, Company will refer such cases to the local department of social services and request the agency to investigate.
- (3) Company referring such a case to the department of social services will continue heat-related service to the multiple dwelling or otherwise provide heat to the person who may suffer a serious impairment for at least 15 business days after the referral. Company referring such a case must not thereafter terminate heat-related service to the dwelling during the cold weather period unless it otherwise provides heat to the person who may