

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

Leaf No. 47
Revision: 0
Superseding Revision:

GENERAL INFORMATION

25. LIABILITY OF COMPANY:

- (a) The Company will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur.
- (b) The Company shall in no event be liable for any damage or inconvenience caused by reason of any break, leak or defect in the Customer's service pipe or fixtures.

26. GENERAL:

- (a) The service pipes, meters and fixtures on the Customer's premises shall at all reasonable hours be accessible to the Company for observation, inspection and examination.
- (b) An agent of the Company will not enter locked premises without the permission of a person lawfully in control of the premises, unless:
 - a) explicitly authorized by court order, or
 - b) when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system.
- (c) No person shall turn the water on or off at any street valve, corporation cock, curb cock or other street connection, or disconnect or remove any meter without the consent of the Company. Penalties provided by law for any such action will be rigidly enforced.
- (d) Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any service rendered to its Customers except as covered in this Schedule for Water Service.
- (e) No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter or intent of this Schedule for Water Service.
- (f) Any complaint against the service or employees of the Company should be made at the office of the Company and preferably in writing.
- (g) The Company is required to conduct a field inspection:
as soon as reasonably possible, but no more than 60 calendar days after a Customer request, or upon receiving a directive by the Public Service Commission or its designee.
- (h) Any complaint filed with the Company regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures required by Public Service Commission.