

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

Leaf No. 48
Revision: 0
Superseding Revision:

GENERAL INFORMATION

The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

27. NON-REGISTERING METERS:

- (a) The reading of a duly installed meter showing the amount of water consumed shall be used for all metered billing purposes except where it appears that the meter has ceased to register or has registered inaccurately.
- (b) In all cases where a meter is found to be defective, it shall be immediately replaced by a meter that has been tested and properly adjusted.
- (c) In cases where it is found that a meter has ceased to register or has registered inaccurately, and it cannot be determined by reasonable test the percentage of inaccuracy, an estimated bill for the billing period immediately preceding the date when such meter was found defective and for the period from said date to the date of replacement of the meter, may be rendered the consumer. The right to render an estimated bill is strictly limited to such periods. For all other periods the bill shall be the minimum rate provided in the applicable rate schedule, unless the Company can demonstrate that it was unable to gain access to its meter for all other periods. Notification by the Company of a non-registering meter must be made in writing to the Customer. The estimated bill shall be based upon the amount of water consumed in the corresponding period in prior years, except where it appears that there has been a change in the occupancy of the premises or in the use of water, in which case an equitable adjustment shall be made. Residential Customers can be backbilled for one year.

27.1. BACKBILLING FOR RESIDENTIAL CUSTOMERS

A. Explanation for Backbill

Every backbill must contain a written explanation of the specific reason for the backbill, and if the bill covers more than a 24-month period, a statement as to why the billing was not limited in Section C Limitations on Backbilling Period.

Every backbill must contain all required information applicable under section dealing with Contents of Bills of this Tariff.

A backbill must be accompanied by an offer of a payment agreement in accordance with the section dealing with Deferred Payment Agreements of this Tariff, if applicable.

B. Limitations on Issuance of Backbills

The Company may not issue a backbill more than 180 calendar days after the Company actually became aware of the circumstance, error or condition that caused the underbilling.

Issued in compliance with the Commission Order in Case 13-W-0539, 13-W-0564, 14-W-0006 dated November 14, 2014
Issued by: David Stanton, President, 2525 Palmer Ave., New Rochelle, NY 10801