

PSC No. 5 - WATER**LEAF NO.: 25****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****REVISION: 1****INITIAL EFFECTIVE DATE: JUNE 1, 2017****SUPERSEDING REVISION:**

Issued in compliance with Commission Order issued May 18, 2017 in Case 16-W-0259

VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)

- 3.1.1. medical emergency customers; and
 - 3.1.2. elderly, blind or disabled customers; and
 - 3.1.3. customers with heat-related service during cold weather periods; only when these conditions are brought to the attention of the Company.
 - 3.2. The Company will take steps to assure communication before termination in the case of a language barrier.
 - 3.3. Once the Company has been made aware of a customer that qualifies for special protections, the Company will make a diligent effort to personally contact that individual by
 - 3.3.1. attempting to call, if there is a telephone, once during business hours, and if unsuccessful twice during reasonable non-business hours (6:00 PM to 9:00 PM weekdays or 9:00 AM to 5:00 PM weekends) or
 - 3.3.2. making an onsite personal visit, if telephone contact is unsuccessful.
 - 3.4. When the service is left on, the customer remains responsible for payment of service and must make a reasonable effort to pay charges for the service.
 - 3.5. When there remains a threat of termination or termination has already occurred, the Company will notify the customer that the Public Service Commission is available for assistance, and provide the Public Service Commission's telephone number.
4. Medical Emergency Customers
 - 4.1. The Company will 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 will be aggravated due to the absence of water service. Such customers must provide written certification by a medical doctor or local board of health.
 - 4.2. The specific procedures for cases involving medical emergencies and the need for certification can be found in Title 16 NYCRR 14.5 b(2), b(3).
5. Elderly, Blind or Disabled Customers
 - 5.1. The Company will not terminate or refuse to restore service to a customer where the customer and any other residents of the household are known or identified to the Company to be 62 years of age or older, 18 years of age or under, blind or disabled without following the procedures found in Title 16 NYCRR 14.5 c(2) and (3).
6. Special Procedures During Cold Weather Periods
(November 1 through April 15) For Premises with Heat Related Service.
 - 6.1. During cold weather periods, before terminating service to a premises with heat-related service, the Company will attempt to determine whether a resident may suffer serious impairment to health or safety as a result of termination by making an effort to personally contact the customer or an adult resident at the service location at least 72 hours prior to the intended termination, to explain the reason for termination and provide the customer with information on the protections available in Title 16 NYCRR 14.5 d.

Issued by: Carmen P. Tierno, President, 60 Brooklyn Avenue, Merrick, New York 11566

Cancelled by supplement No. 14 effective 04/01/2023