

PSC No. 5 - WATER**LEAF NO.: 21****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)**H. Backbilling****1. Notice**

- 1.1. Every backbill will contain a written explanation of the specific reason for the backbill, and if the bill covers more than a twenty-four month period, a statement as to why the billing was not limited as stated in paragraph 3 of this Subsection H – Limitations on Backbilling Period.
- 1.2. A backbill will be accompanied by an offer of a payment agreement in accordance with Subsection O – Deferred Payment Agreements of this Section VI, if applicable.

2. Limitations on Issuance of Backbills

- 2.1. The Company may not issue a backbill more than six (6) months after the Company actually became aware of the circumstance, error or condition that caused the underbilling.
- 2.2. The Company may not upwardly revise a backbill, and will issue a downwardly revised backbill as soon as reasonably possible and within two (2) months after the Company becomes aware that the first backbill was excessive.

3. Limitations on Backbilling Period (Residential Service)

- 3.1. When the failure to bill earlier was due to a Company deficiency, the Company will limit the backbilling period to twelve (12) months before the Company actually became aware of and corrected the circumstances, error or condition that caused the underbilling, unless the Company can demonstrate that the customer's culpable conduct caused or contributed to the original underbilling.
- 3.2. When the failure to bill earlier was not due to a Company deficiency, the Company will limit the backbilling period to 24 months before the Company actually became aware of and corrected the circumstance, error or condition that caused the underbilling, unless the Company can demonstrate that the customer's culpable conduct caused or contributed to the original underbilling.

I. Termination of Residential Service

1. The Customer will notify the Company in writing of any change in occupancy of the premises and any resulting change in responsibility for payment of bills and provide proof to the Company of same. No adjustment of bills will be made by the Company as between owners or tenants unless ten (10) days' notice prior to change of occupancy has been given to the Company. No rebate will be given for unoccupied premises unless notice of non-occupancy is given as required in paragraph 4.3 under this Subsection I.
2. Conditions for Termination of Residential Service
 - 2.1. Water service may be discontinued by the Company for any of the following reasons as stated in Title 16 NYCRR 14.4 provided advance final notice of termination has been given when the customer:

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

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