

**PSC No. 5 - WATER****LEAF NO.: 13****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

**III. SERVICE - APPLICATION AND DENIAL (CONTINUED)**

applicant has a prior account, either the address or account number, and answers questions relevant to identifying the applicant's use of water on the premises, including whether the service will be used primarily for residential purposes.

4. A written application for service will be considered complete when information has been provided as required (under paragraph 3 of this Subsection B), along with proof of the applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. Where a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the applicant. All submitted documents become part of the application.
5. The Company will make reasonable efforts to contact, either by telephone or in person, any applicant who submits an incomplete application, within one business day of receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete.
6. The Company shall not be obligated to provide short-term or seasonal service to an applicant who fails to post a lawfully required deposit.
7. The applicant must make separate applications for each meter or type of service for each residence, apartment, business, building or location for which water service is desired.
8. Upon receipt of an application for a new service or for the reinstatement of an existing service, the Company will assume that the piping and fixtures which the service will supply are in proper order to receive same, and the Company will not be liable in any event for any accident, breaks or leakage crisis in any connection with the supply of water or failure to supply same.

**C. Application for Non-Residential Service**

1. Non-residential applicants must file with the Company an application for service orally, or upon the form furnished by the Company, for the class of service desired. On acceptance by the Company, the application will constitute a contract between the Company and the applicant, obligating the applicant to pay the Company its established rates and to comply with its rules and regulations. The Company will request 48-hour notice before discontinuing service. If a notice of discontinuance is not received by the Company, the customer will be liable for all bills for water used by others on the premises covered by their contract, until the meter is removed or reading arrangements have been fulfilled.
2. The Company will endeavor to assist applicants or customers in the selection of the Service Classification which may be most favorable to their requirements, but in no way does the Company make any warranty, express or implied, as to the rates, classifications or provisions favorable to future service to, or future requirements of, any applicant or customer.
3. No agreement will be entered into by the Company with any applicant for water service until all charges due from the applicant for water or services at any premises now or heretofore owned or occupied by him or her, or by any entities owned, controlled or operated by the applicant, whether or

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