

PSC NO: 2 - WATER  
COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.  
INITIAL EFFECTIVE DATE: October 14, 2012  
Issued in compliance with order in Case 12-W-0217 dated 08/17/2012

LEAF: 74  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### SECTION XII. DEFERRED PAYMENT AGREEMENTS - RESIDENTIAL

#### A. General Information

1. The Company will provide a written offer of a payment agreement to an eligible customer or applicant at the following times:

- a. Not less than five (5) calendar days before the date of the scheduled termination of service for non-payment of arrears, as indicated on a final termination notice, or eight (8) calendar days, if mailed;
- b. When payment of outstanding charges is a requirement for acceptance of an application for service;
- c. When it renders a backbill which is more than \$100; provided, however, that the Company is not required to offer an agreement under this subparagraph where the customer's culpable conduct caused or contributed to the underbilling.

2. If payment of outstanding charges is a requirement for reconnection in accordance with Section VII., the Company will offer the customer a payment agreement in accordance with that Section. The Company will also inform the customer that he or she may opt to have the agreement include any applicable reconnection charge and/or legal fee, specifying the amount of such charge.

3. A deferred payment agreement will:

- a. Be fair and equitable considering the customer's financial circumstances; however, the Company may require a customer or applicant to complete a form showing assets, income and expenses and provide reasonable substantiation of the information on that form; and

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563