

**PSC NO: 3 – 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: 7**

**REVISION: 0**

**SUPERSEDING REVISION:**

**GENERAL INFORMATION**

**Definitions – cont'd.**

25. Utility Deficiency –

(A) Any action or inaction by the utility or one of its authorized agents that does not substantially Conform to the rules and regulations of this Title, the utility's tariff; or

(B) The failure of metering equipment to accurately record service, unless a customer's culpable conduct caused or contributed to such failure.

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563  
(Name of Officer, Title, Address)