

**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: 5****REVISION: 0****SUPERSEDING REVISION:****GENERAL INFORMATION****Definitions**

1. Access Controller - A party known to a utility to be in control of access to the metering equipment at a customer's premises and to have an active account of its own with the utility.
2. Actual Reading - A reading obtained by a utility employee from the meter or from a device which receives a reading transmitted from the meter itself.
3. Applicant - A person who has made a request or has had a request made by a third party on his or her own behalf, for water service for his or her own residential use.
4. Arrears - Charges for which payment has not been made more than 20 calendar days after payment was due. A payment is considered to be made on the date when it is received by the utility or one of its authorized agents. Payment is due whenever specified by a utility on its bill, as long as the date is not before the bill is hand-delivered to the customer, or less than three calendar days after the bill is mailed.
5. Backbill - Any bill or any portion of a bill, other than a levelized bill, which represents charges for service that was actually delivered to the customer's premises during a period before the current billing cycle, which was not previously billed.
6. Blind Person - A person who has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye with a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees, shall be considered as having a central visual acuity of 20/200 or less.
7. Business Day - Any Monday through Friday when a utility's business offices are open.
8. Cold Weather Period - That period of time beginning November 1st of each year and ending April 15th of the following year.
9. The Commission - The New York State Public Service Commission.
10. The Company - New York American Water Company, Inc.
11. The Consumer Services Division - The Office of Consumer Services of the New York State Department of Public Service.
12. Current Charges - (Used in Section V of this Part) Refers to the amount properly billed to a party responsible for service to a multiple dwelling, as defined in paragraph 16 of this subdivision, or a two-family dwelling, as defined in paragraph 20 of this subdivision, for the billing period covered by the first bill rendered on or after the date the required notice is posted. Current charges do not include any arrears for earlier billing periods.
13. Customer - A person or entity who receives service from the Company and is responsible for paying for that service.

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