

PSC No. 1 - 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 NO.: 30**REVISION: 0****SUPERSEDING REVISION:**

- business on that day; or has complied with procedures established under paragraph D of this section.
- .4.3 The Corporation will not terminate service more than 60 calendar days after issuance of the final termination notice unless it has, during that time, issued a new updated termination notice to include the current arrears.
- .4.4 The Corporation will not terminate service while a complaint is pending before the Public Service Commission and for fifteen (15) calendar days after resolution by the Corporation or the Public Service Commission or its designee, for nonpayment of the disputed charges. Nothing prevents the Corporation from terminating service for nonpayment of undisputed charges.
- .4.5 During the cold weather period, the Corporation will follow the procedures outlined in paragraph .2 of this subsection, when it intends to terminate heat related service to a two-family dwelling.

M. Deferred Payment Agreements

- .1 Corporation's Obligation
- .1.1 The Corporation will provide a written offer of a payment agreement, to an eligible residential customer or residential applicant at the following times:
- .1.1.1 not less than five (5) calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on the final termination notice, or eight days, if mailed;
- .1.1.2 when payment of the outstanding charges is a requirement of acceptance of an application for service; and
- .1.1.3 when it renders a backbill which is more than \$100.00; however, the Corporation is not required to offer an agreement where the customer's culpable conduct caused or contributed to the underbilling.
- .1.2 When payment of outstanding charges is a requirement for reconnection, the Corporation will offer the customer a payment agreement in accordance with the paragraph .1.3 of this subsection. The Corporation will also inform the customer that he or she may have the agreement include any applicable reconnection charge and/or legal fee, specifying the amount of such charge.
- .1.3 The Corporation will negotiate in good faith with a customer or applicant in order to arrange a payment agreement that the customer or applicant is able to pay. A deferred payment agreement shall:
- .1.3.1 be fair and equitable considering the customer's financial circumstances. The Corporation may require the customer or

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