

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.: 21**REVISION: 0****SUPERSEDING REVISION:**

- .4 Posting of Payments
 - .4.1 The Corporation will insure that any payment made in response to a final termination notice (when the customer brings the fact that such a notice has been issued to the attention of the Corporation or its authorized agents):
 - .4.1.1 will be posted to the customer's account on the day payment is received; or
 - .4.1.2 will in some manner stop the termination process so that termination will not occur.
- .5 Payment at the Time of Termination – Residential
 - .5.1 If a customer claims that payment has already been made at the time of termination for nonpayment is to take place and produces as proof a written business record of payment; or claims that there is a complaint pending before the Corporation or the Public Service Commission with regard to the charges demanded, the Corporation's field representative will make a reasonable effort to verify this information with a Corporation office representative and will not terminate service for nonpayment of any verified disputed amount.
 - .5.2 At the time of termination, if either payment of the full amount is offered, or if the customer agrees to sign a payment agreement and offers payment of any required down payment, the Corporation representative will either:
 - .5.2.1 accept the payment, or
 - .5.2.2 allow the customer an extension of time of not less than one business day to go to the business office to make payment or arrange for payment within the specified time.
 - .5.3 When the customer fails to make the payment or arrange for payment within the specified time, the Corporation will terminate service without further notice.
 - .5.4 Whenever payment is made by check or money order at the time of termination, the Corporation's field representative will provide the customer with a receipt which will include the date, the account number, the amount received, the form of the payment and either the name or identification number of the Corporation representative.
- .6 Dishonored Checks
 - .6.1 Receipt of a subsequently dishonored check in response to a termination notice is not payment of a customer's account and the Corporation is not required to issue an additional notice before termination when the termination notice warns the customer of this possibility.

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