

PSC No. 1 - WATER
COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.
INITIAL EFFECTIVE DATE: OCTOBER 14, 2012

LEAF NO.: 10
REVISION: 0
SUPERSEDING REVISION:

Issued in compliance with order in Case 12-W-0217 dated 08/17/2012

B. Responsibility for Service

- .1 A residential application for service may be either oral or written. The Corporation will request a 48 hour written notice from the customer before discontinuing service. If a written notice of discontinuance is not received by the Corporation, the customer will be liable for all bills for water used by others on the premises covered by their contract, until the meter is removed or reading arrangements have been fulfilled.
- .2 The Corporation may require an applicant to complete a written application for service only if:
 - .2.1 there are arrears at the premises to be served and/or service to the previous customer at the premises to be served was terminated for nonpayment within the prior 12 months or the current account is subject to a final notice of termination;
 - .2.2 there is evidence that service has been supplied through tampered equipment;
 - .2.3 the meter has recorded usage during a period within the previous 12 months when there was no customer; or
 - .2.4 the application is made by a third party on behalf of the party who would receive service.
- .3 If a written application is not required as a prerequisite to providing service, an oral application for service will be considered complete when the applicant provides his or her name, address, and, if the applicant has a prior account, either the address or account number, and answers questions relevant to identifying the applicant's use of water on the premises, including whether the service will be used primarily for residential purposes.
- .4 A written application for service will be considered complete when information has been provided as required (under paragraph .3 of this subsection), along with proof of the applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. Where a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the applicant. All submitted documents become part of the application.
- .5 The Corporation will make reasonable efforts to contact, either by telephone or in person, any applicant who submits an incomplete application, within one business

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