

PSC NO: 2 - 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: 14  
REVISION: 0  
SUPERSEDING REVISION:

### GENERAL INFORMATION

14. The Company will make reasonable efforts to immediately contact, either by telephone or in person, any applicant whose application is being denied.

15. The Company will not deny an application for service unless a written notice was either delivered personally to the applicant or sent to the applicant's current address or any alternative mailing address provided in the application, within three business days of receipt of the application for service. An application for service not denied within three business days of receipt is considered accepted.

16. Penalty: If the Company fails to provide service to an applicant within the time required by this section, the Company will pay to the applicant \$25.00 per day for each day or portion of a day that service is not supplied, unless the Commission or its designee determines that the Company had good cause for not providing service within the required time.

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563