

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: 37
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

F) Discontinuance of Residential Service Special Procedures

Special emergency procedures, required by Title I6 NYCRR Part 14.5 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and termination during cold weather periods for premises with heat-related service. The Company has these special protections on file.

G) Voluntary Third Party Notice Prior to Discontinuance of Service

1. The Company permits a residential customer to designate a third party to receive a copy of every credit or termination notice sent to such residential customer, provided that such third party indicates in writing his or her willingness to receive such notice. The Company will promptly notify the residential customer in writing if the third party refuses or later decides not to accept such notice.

2. The Company will inform the third party that the agreement to receive notices does not mean the third party is responsible for service provided to the customer.

H) Termination of Service to Entire Multiple Dwellings

1. The Company will not terminate service to an entire multiple dwelling unless it fulfills all requirements of this section and provides written notice to:

- a. the owner of the multiple dwelling or the party to whom the last preceding bill was rendered;
- b. the superintendent or other person in charge of the multiple dwelling, if it can be readily determined that there is such superintendent or other person in charge;

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