

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: 39  
REVISION: 0  
SUPERSEDING REVISION:

### GENERAL INFORMATION

5. Whenever a notice of termination of service has been made in accordance with this subdivision and the Company no longer intends to terminate service, the Company will so notify the occupants of each unit in the same manner as it gave the original notice.

6. The Company will require occupants in a multiple dwelling to pay no more than the current charges incurred by the party to whom the last preceding bill has been rendered. The tenants have the right to offset their utility payments against their rent as noted in Section 235A of the New York State Real Property Law. The Company will not terminate service if such current charges are paid.

7. If occupants in a multiple dwelling find they are unable to reach an agreement with the Company to avoid termination of service, they may contact the Commission's designee. After such a request is received, a designee will attempt to work out an agreement and will, if necessary, attempt to arrange a meeting with occupant representatives, the Company and the party responsible for making payment for service.

8. The Commission's designee may stay a threatened termination of service to an entire multiple dwelling where it concludes that good faith efforts are being made by the occupants to arrange for the payment of current charges.

9. During the cold weather period, the following procedure will be followed by the Company to terminate heat-related service to an entire multiple dwelling:

- a. The Company will provide the notices required by subdivision (1) of this section not less than thirty (30) calendar days before the intended termination.
- b. The Company will provide each occupant with a written notice, not less than ten (10) calendar days before the earliest date termination may occur, advising the occupant that if any occupant in his or her apartment has a serious illness or medical condition that may result in a serious impairment to health or safety by the loss of heat service, he or she should immediately contact the Company. The notice will provide the name and telephone number

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