

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: 4
REVISION: 0
SUPERSEDING REVISION:

DEFINITIONS

- 7.) Business Day:
Any Monday through Friday when the Company's office is open.
- 8) Cold Weather Period:
November 1st of each year through April 15th of the following year.
- 9.) Commission:
The New York State Public Service Commission.
- 10.) Company:
New York American Water Company, Inc.
- 11.) Company Deficiency:
a.) Any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of TITLE 16 NYCRR or the Company's Tariff.

b.) The failure of metering equipment to accurately record service unless a customer's culpable conduct caused or contributed to such failure.
- 12.) Consumer Services Division:
The Consumer Service Division of the New York State Public Service Commission.
- 13.) Current Charges:
As used in section H6 of Leaf 39 and section I6 of Leaf 42, the amount properly billed to a party responsible for service to a multiple dwelling, or a two family dwelling, for the billing period covered by the first bill rendered on or after the date the required notice is posted. Current charges do not include any arrears for earlier billing periods.
- 14.) Deferred Payment Agreement:
A written agreement for the payment of outstanding charges over a specific period of time.
- 15.) Delinquent Customers:
A customer who has made two (2) or more consecutive late payments, within the previous twelve (12) months.

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