

PSC NO: 3 – 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: 24
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. K. Termination of Service to Two-Family Dwellings

1. Applicability. If the Company knows that service is provided to a two-family dwelling, as defined in 16NYCRR, Part 14.2, paragraph (b)(21), service will not be terminated unless the requirements of this Section are complied with, provided however, that where the Company knows that service is billed separately for each unit, this section does not apply. The Company will keep record of two-family dwellings.

2. Required Notices. The Company will terminate services to a two-family dwelling unless it fulfills all requirements of this Section and provides written notice to: (a) the owner of the premises or the party to whom the last preceding bill was rendered; and (b) the occupants of each unit.

(a) The notice required by this subdivision will be provided in the following matter: (a) by mailing it to the owner or party to whom the last preceding bill was issued; (b) by personally serving it or mailing it to the occupants; and (c) by posting it in a conspicuous place at or within the premises, unless prevented by physical circumstances.

(b) The Company will give 15 calendar days notice if personally served or posted, and 18 calendar days if mailed.

(c) 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 in the same manner as it gave the original notice.

3. Procedures to Avoid Termination of Service. The Company, following the requirements of this Section, will require the occupants in a two-family dwelling to pay no more than the current charges incurred by the party to whom the last preceding bill was rendered, and must not terminate service if such current charges are paid.

An occupant may either: (a) apply for service and be accepted as a customer, if eligible to do so, in which case such person will be liable to future payments; or (b) choose to pay current charges only, in which case such person will not be liable for future payments and future bills must continue to be rendered to the customer with a copy sent to any occupant upon request.

4. Termination of Two-Family Dwellings During Cold Weather. During the cold weather period, the following procedure will be followed by the Company intending to terminate heat-related service to a two-family dwelling: (a) the Company will provide the written notices required by subdivision (2) of this Section not less than 30 calendar days before the intended termination.

L. Emergency Disconnection of Residences (Service Contingencies – Liability). The Company shall have the right to decrease or temporarily discontinue water service, without liability, in time of drought or emergency. As necessity may arise in the case of breakdown, emergency, or for any other unavoidable cause, the Company may temporarily discontinue the water supply to make necessary repairs, connections, etc. The Company will use all reasonable and practical measures to notify its customers of such discontinuance of service.

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563
(Name of Officer, Title, Address)