

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: 23
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. J. Termination of Service to Entire Multiple Dwellings - (Cont'd)

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.

3. Termination of Heat-Related Service to Multiple Residential Dwellings During Cold Weather Periods. During the cold weather period, the following procedure will be followed by the Company to terminate heat-related service to an entire multiple residential dwelling:

(a) The Company will provide the notices required by the first subdivision of this Section not less than 30 calendar days before the intended termination.

(b) The Company will provide each occupant with a written notice, not less than 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 services, he or she should immediately contact the Company. The notice will provide the name and telephone number of the Company contact person. Whenever an occupant has so notified the Company, the Company will conduct an on site personal visit without delay, for the purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If the Company determines that an occupant may suffer a serious impairment to health or safety as a result of termination, the Company will refer such cases to the local Department of Social Services and request the agency investigate.

The Company, referring such a case to the Department of Social Services, will continue heat-related service to the multiple dwelling or otherwise provide heat to the person who may suffer a serious impairment for at least 15 business days after the referral. The Company, referring such a case, must not thereafter terminate heat-related service to the dwelling during the cold weather period unless it otherwise provides heat to the person who may suffer a serious impairment, or unless it is informed by the local Department of Social Services that appropriate alternative arrangements to preclude a serious impairment to health or safety have been made or that the claim of serious impairment is without merit. The Company, thereafter, intending to terminate service must provide at least 5 calendar days written notice to the occupants that heat-related service will be terminated, and must, if so notified by the Department of Social Services, inform the individual of the finding of no serious impairment. Such notice must state that any occupant may seek further review by the Commission.

If the Company is notified by the local Department of Social Services that an occupant, in a multiple residential dwelling where the heat-related service has been terminated by the Company, may suffer a serious impairment to health or safety, it must reconnect heat-related service, or otherwise provide heat to such person, and continue such service as provided for in the previous paragraph.

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