

**PSC NO: 3 – WATER**  
**COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.**  
**INITIAL EFFECTIVE DATE: October 14, 2012**  
Issued in compliance with order in Case 11-W-0472 dated 04/20/2012

**LEAF: 25**  
**REVISION: 0**  
**SUPERSEDING REVISION:**

### GENERAL INFORMATION

**5. L. Emergency Disconnection of Residences (Service Contingencies – Liability) - (Cont'd)**

The Company will act promptly to restore service as soon as feasible. Service will be restored to any premises which has been discontinued under this Section, before it will be terminated for nonpayment of charges.

**M. Discontinuance at Written Notice of the Customer** – Unless otherwise provided herein, any customer may discontinue water service by giving the Company written notice not less than ten (10) days prior to the discontinuance, and all liability for charges for service rendered after the discontinuance of service, as herein provided for, shall cease.

**N. Complaint Handling Procedure**

1. The Company will investigate and evaluate all complaints received from customers regarding bills for service rendered or required deposits. The results of the Company's findings will be reported promptly to the customer. During the period of investigation and evaluation, service will not be discontinued nor will a disconnection notice be sent. However, service can be terminated for nonpayment of the undisputed amount.

2. If, after the completion of such an investigation, the Company determines that the disputed charges for service are proper, the Company requires that the disputed amount be paid. Appropriate notice of the determination shall be given to the customer, and such notice will include a statement advising the customer of the availability of the Commission's complaint handling procedures. If the customer fails to pay the proper amount due and a period of at least 15 calendar days has elapsed after verbal or written notice of the Company's determination, and where notice of the discontinuance of service was previously sent, in accordance with 16 NYCRR, Part 14.4, or as per Tariff Section 5., or is served with the determination, Company procedures provide for discontinuance of service.

3. In situations where the complaint procedures of the Commission have been invoked and it is determined the disputed charge or deposit is proper, and prior notice of discontinuance was sent, in accordance with 16 NYCRR, Part 14.4, a customer's service will not be discontinued for failure to pay the amount found due until at least 15 calendar days after either verbal or written notice of the Commission's determination was served on the customer.

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