

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: 18
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. PAYMENT FOR WATER SERVICE

- A. The quantity** recorded by the meter shall be taken to be the amount of water passing through the meter, which amount shall be conclusive on both the customer and the Company, except when the meter is defective as mentioned hereinbefore in Rule 4.(F).
- B. Change of Occupancy** – the customer shall notify the Company in writing of any change in occupancy. No adjustments will be made between the different owners or tenants unless due notice has been given to the Company. No rebate will be given for unoccupied premises unless notice of non-occupancy is given as required under paragraph 5.(e)
- C. Termination of Residential Services** – Water Service may be discontinued by the company for any one of the following reasons as stated in 16 NYCRR, Part 14.4, provided advance final notice has been given and when the customer:
1. fails to pay any tariff charges that reflect service used during the preceding 12 months, for which a written bill has been given;
 2. fails to pay any tariff charges that reflect service used during the preceding 12 months, for which a written bill has been sent, in any of the following situations: (a) there was a billing dispute during the preceding 12 months; (b) there was an excusable utility delay; (c) the customer's culpable conduct caused or contributed to the delay in billing; and (d) the changes are necessary to adjust estimated bills.
 3. fails to pay amounts due under a payment agreement;
 4. fails to pay, or agree in writing to pay, equipment and installation charges relating to the initiation of service
 5. fails to pay a required deposit per tariff Section-2-Subdivision G;
 6. there is no customer and service is being provided through tampered equipment;
 7. there is no customer and the Company has provided advance written notice to the occupant, either by posting or mailing 10-30 days before disconnection stating: (a) the Company intends to disconnect service unless the responsible party applies for service and is accepted as a customer; and (b) the location of the nearest Company business office where application can be made ; and

The Company will not terminate service for nonpayment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the local Social Services official.

- D. Final Termination Notice – Residential.** The Company will not issue a final termination notice until at least 20 calendar days after the date payment was due.

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