

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: 21
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. H. Discontinuance of Residential Service - (Cont'd)

1. The Company will not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when so certified by a medical doctor or local Board of Health. Such certification must be filed in accordance with 16 NYCRR, Section 14.5.

2. The Company will not terminate or refuse to restore service to a customer where the customer and all other remaining residents of the household are identified to the Company to be blind, disabled, 62 years or older, or 18 years of age or younger without complying with the procedures stated in 16 NYCRR Section 14.5.

3. During cold weather periods, before terminating residential premises with heat-related services, the Company will make attempts to determine whether a resident may suffer serious impairment to health or safety as a result of termination, in accordance with the procedures stated in 16 NYCRR, Section 14.5

I. Voluntary Third Party Notice Prior to Discontinuance of Service. The Company shall permit a residential customer to designate a third party to receive copies of all notices regarding termination of service or other credit action sent to such residential customer, provided that such third party indicates in writing his or her willingness to receive such notice. The Company will promptly notify the residential customer in writing if the third party refuses or later decides not to accept such notices.

The Company will inform the third party that the agreement to receive notices does not mean the third party must pay for service provided to the customer.

J. Termination of Service to Entire Multiple Dwellings.

1. Required Notices. The Company will not terminate service to an entire multiple dwelling unless it fulfills all requirements of the Section and provides written notice to:

- (a) the owner of the multiple dwelling or the party to whom the last preceding bill was rendered;
- (b) the superintendent or other person in charge of the multiple dwelling, if it can be readily determined that there is such superintendent or other person in charge;
- (c) the occupants of each unit;
- (d) the local health officer and the director of the Social Services district for the political subdivision in which the multiple dwelling is located;

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