

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: 20
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. E. Physical Termination of Service – Residential – - (Cont'd)

The Company will not terminate service more than 60 calendar days after issuance of the final termination notice unless it has updated the original notice to include the current arrears

The Company will not terminate service while a complaint is pending before the Public Service Commission and for 15 calendar days after resolution by the Company or by the Public Service Commission or its designee, for nonpayment of the disputed charges. Nothing prevents the Company from terminating service for nonpayment of undisputed charges.

F. Payment at the Time of Termination of Service. If a customer claims that payment has already been made at the time that termination for nonpayment is to take place and produces as proof a written business record of payment, or claims that there is a complaint pending before the Company or the Public Service Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for nonpayment of any verified disputed amount.

At the time of termination, if either payment of the full amount is offered, or if a residential customer agrees to sign a payment agreement in accordance with Section 5-Subdivision P of this tariff and offers payment of any required down payment, the Company representative will either:

- 1 accept payment; or
- 2 allow the customer an extension of not less than one business day to go to a business office to make payment or arrange a payment agreement within the specified time.

Whenever payment is made at the time of termination, the Company's field representative must provide the customer with a receipt which must include the date, the account number, the amount received, the form of the payment and either the name, or identification number of the Company representative

G. Dishonored Checks. The Company reserves the right to accept only cash, certified check or money order at the time of termination from a customer who within the last 12 months has paid for service with a check that was subsequently dishonored.

Receipt of a subsequently dishonored check in response to a termination notice is not payment of a customer's account and the Company is not required to issue an additional notice before termination, as long as the final termination notice warns the customer of this possibility.

H. Discontinuance of Residential Service – Special Procedures. Special emergency procedures, required by 16 NYCRR, Part 14.5, provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather periods for premises with heat-related service.

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