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..TXT: PSC NO: 12 WATER LEAF: 80.1  
COMPANY: NEW YORK WATER SERVICE CORPORATION  
REVISION: 0  
INITIAL EFFECTIVE DATE: 01/18/99 SUPERSEDING REVISION:  
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### GENERAL INFORMATION

#### SECTION XIV. INTEREST ON CUSTOMER OVERPAYMENTS

- . The Company will pay interest to customers when customer overpayments result from Company error. A customer overpayment for this purpose is defined as payment by the customer to the Company in excess of the correct charge for water service supplied to the customer which was caused by erroneous billing by the Company. When overpayments result from estimated bills, the Company will not be required to pay interest on any resulting overpayment, since this is a Public Service Commission approved procedure.

Examples of customer overpayments subject to interest payments include meter reading errors by Company personnel, computer errors and other errors initiated and generated by Company personnel.

- 2. The rate of interest on customer overpayments to be calculated and paid shall be the unadjusted customer deposit rate as set by the Public Service Commission for the service classification under which the customer was billed. Interest shall be paid from the date when the customer overpayment was received, adjusted for any change in the deposit rate, and compounded monthly, until the date when the overpayment was refunded.
- . The Company shall not be required to pay interest on customer overpayments that are refunded within thirty (30) days after such overpayment is received by the Company.

Issued by: Vincent Bohn, Vice President-Utilities, New York, NY