

**PSC No. 5 - WATER****LEAF NO.: 31****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****REVISION: 1****INITIAL EFFECTIVE DATE: JUNE 1, 2017****SUPERSEDING REVISION:**

Issued in compliance with Commission Order issued May 18, 2017 in Case 16-W-0259

**VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)**

- 3.2.1. apply for service and be accepted as a customer, if eligible to do so as identified in the Service – Application and Denial section of this tariff (Section III), in which case such person must be liable for future payments; or
  - 3.2.2. choose to pay current charges only, in which case such person will not be liable for future payments and future bills will continue to be rendered to the customer with a copy sent to any occupant upon request; or
  - 3.2.3. set off the Company payments against their rents, in accordance with Subdivision 1 of 235a of the New York State Real Property Law.
4. Physical Termination of Service
- 4.1. The Company will terminate service only between the hours of 8:00 AM and 4:00 PM, Monday through Thursday, provided that such day or the following day is not:
    - 4.1.1. a public holiday as defined in the general construction law; or a day on which the main business office of the Company or the offices of the Public Service Commission are closed.
  - 4.2. The Company will not terminate service unless:
    - 4.2.1. it has verified that payment has not been received at any office of the Company or at any office of the authorized collection agent through the end of the notice period required by this tariff; and
    - 4.2.2. it has verified on the day termination is scheduled that payment has not been posted to the customer's account as of the opening of business on that day; or has complied with procedures established under paragraph 2 of this Subsection N.
  - 4.3. The Company will not terminate service more than 60 calendar days after issuance of the final termination notice unless it has, during that time, issued a new updated termination notice to include the current arrears.
  - 4.4. The Company will not terminate service while a complaint is pending before the Public Service Commission and for fifteen (15) calendar days after resolution by the Company or 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.
  - 4.5. During the cold weather period, the Company will follow the procedures outlined in paragraph 4.2 of this Subsection N when it intends to terminate heat related service to a two-family dwelling.
  - 4.6. During the cold weather period, the following procedure will be followed by the Company to terminate heat-related service to a two-family dwelling:
    - 4.6.1. the Company will provide the written notices required by paragraph 2 of this Subsection N not less than thirty (30) calendar days before the intended termination.
    - 4.6.2. the Company will comply with either the requirements set forth in Section 14.5 or Section 14.7 of Title 16 NYCRR.

Issued by: Carmen P. Tierno, President, 60 Brooklyn Avenue, Merrick, New York 11566

Cancelled by supplement No. 14 effective 04/01/2023