

PSC No. 5 - WATER**LEAF NO.: 22****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)

- 2.1.1. fails to pay any tariff charges that reflect service used during the preceding twelve (12) months for which a written bill has been sent;
- 2.1.2. fails to pay any tariff charges that reflect service used before the preceding twelve (12) months, for which a written bill has been sent, in any of the following situations:
 - 2.1.2.1. when there was a billing dispute during the preceding twelve (12) months; or
 - 2.1.2.2. there was an excusable Company delay; or
 - 2.1.2.3. the customer's culpable conduct caused or contributed to the delay in billing; or
 - 2.1.2.4. when changes are necessary to adjust estimated bills.
- 2.1.3. fails to pay amounts due under a payment agreement; or
- 2.1.4. fails to pay, or agree in writing to pay, equipment and installation charges relating to the initiation of service; or
- 2.1.5. fails to pay a required deposit.
- 2.2. 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 office.
- 2.3. Water service may be discontinued by the Company immediately when:
 - 2.3.1. there is no customer of record and service is being provided through tampered equipment;
 - 2.3.2. there is no customer of record or the party of record has vacated the premises.
- 2.4. Service rendered under any application, contract or agreement may be discontinued by the Company after reasonable notice for any of the following reasons:
 - 2.4.1. For willful or indifferent waste of water due to any cause or for non-authorized use of water.
 - 2.4.2. For failure to protect from damage the meter and connection, or for failure to protect and maintain the service pipe or fixtures on the property of the customer in a condition satisfactory to the Company.
 - 2.4.3. For tampering with any meter, connections, service pipe, curb cock, seal or any other appliance of the Company controlling or regulating the customer's water supply.
 - 2.4.4. For failure to provide the Company's employees reasonable access to the premises supplied, or for obstructing the way of ingress to the meter or any other appliances controlling or regulating the customer's water supply.
 - 2.4.5. In case of vacancy of the premises.
 - 2.4.6. For cross connections.
 - 2.4.7. For submetering or reselling water.
 - 2.4.8. For non-compliance with water usage restrictions.
 - 2.4.9. For violation of any rule or regulation of the Company as filed with the Public Service Commission, provided such violation affects the reliability or integrity of the water system.
- 3. Final Termination Notice
 - 3.1. The Company will not issue a final termination notice until at least twenty (20) calendar days after the date payment was due.

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

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