

**PSC No. 5 - WATER****LEAF NO.: 23****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. The Company will not issue a final termination notice for nonpayment of disputed charges while a complaint is pending with the Company or the Public Service Commission.
- 3.3. The Company may issue a final termination notice for nonpayment of undisputed charges.
4. Physical Termination of Service
  - 4.1. The Company will not terminate service until at least:
    - 4.1.1. fifteen (15) calendar days after a final termination notice has been given personally to the customer; or
    - 4.1.2. eighteen (18) calendar days after a final termination notice has been mailed to the customer at the service location, or to an alternative address, that has been provided by the customer for mailing purposes. If an alternative address has been used, the Company will mail notice of the scheduled termination to the service location, ten (10) calendar days after the final termination notice was mailed.
  - 4.2. The Company will terminate service only between the hours of 8:00 a.m. and 4:00 p.m., Monday through Thursday, provided that such day or the following day is not:
    - 4.2.1. 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 Public Service Commission are closed.
  - 4.3. The Company will not terminate service unless:
    - 4.3.1. 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
    - 4.3.2. 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;
    - 4.3.3. it has complied with procedures established under this Subsection I.
  - 4.4. 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.
  - 4.5. 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.
  - 4.6. The Company will not terminate service during the two-week period that includes Christmas Day and New Year's Day.
5. Posting of Payments
  - 5.1. The Company will insure that any payment made in response to a final termination notice (when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized agents):
    - 5.1.1. will be posted to the customer's account on the day payment is received; or
    - 5.1.2. will in some manner stop the termination process so that termination will not occur.

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

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