

**PSC No. 5 - WATER****LEAF NO.: 20****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)**

appears that there has been a change in the occupancy of the premises or in the use of water, in which case an equitable adjustment shall be made.

**F. No Access Procedure****1. Meter readings for residential customers**

1.1. The Company will begin issuing No Access notices with the next cycle bill issued after a customer's bill is estimated for six consecutive months.

1.1.1. The No Access notices and charges will be directed to the access controller, unless the access controller is not the customer of record, in which case a copy of the notices will be sent to the customer.

1.1.2. The series of No Access notices is stated in Title 16 NYCRR 14.12 C (3) (i-iv).

1.1.3. If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain a meter reading, it will add a \$25 no access charge to the bill of such person. The no access charge added to any single bill will be \$25.00 per building, even though more than one meter is located there. The charge will continue on each successive billing that the Company is still unable to obtain access.

1.1.4. The Company will, at its discretion, suspend temporarily the issuance of No Access notices and penalties if the access controller contacts the Company and provides a legitimate reason for postponing the provision of access.

**G. Complaint Handling Procedure - Residential**

1. The Company will investigate and evaluate all complaints received from customers regarding bills for service rendered or deposits required. The results of the Company's findings will be reported promptly to the customer. During the period of investigation and evaluation, service will not be discontinued nor will a disconnection notice be sent. The Company will, however, make the customer aware that service can be terminated for nonpayment of the undisputed amount.
2. If, after the completion of such an investigation, the Company determines that the disputed charges for service are proper, the Company requires that the disputed amount be paid. Appropriate notice of the determination will be given to the customer along with the availability of the Commission's complaint handling procedures. If the customer fails to pay the proper amount due and a period of at least fifteen (15) calendar days has elapsed after verbal or written notice of the Company's determination, and where notice of termination of service was previously sent, or is served with the determination, Company procedures provide for termination of service.
3. In situations where the complaint procedures of the Commission have been invoked and it is determined the disputed charge or deposit is proper and prior notice of termination was sent, a customer's service will not be terminated for failure to pay the amount found due until at least fifteen (15) calendar days after either verbal or written notice of the Commission's determination was served on the customer.

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

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