

PSC No. 5 - WATER**LEAF NO.: 17****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

V. NOTICE REQUIREMENTS, CONSERVATION, EMERGENCY DISCONNECTION

See Section II, Definitions, beginning at Leaf No. 6 for the definition of terms used in this section.

A. Annual Notice of Rights

1. The Company will, at the time of residential application for service and at least once each year after service is extended, provide residential applicants and customers with a brochure containing a detailed description of their rights and obligations.
2. A notice offering a fixed income billing plan will be provided annually to every residential customer known to be on a fixed income. Such billing plan will provide for payment of bills on reasonable schedule considering the customer's regular receipt of income, without being charged late payment charges, as long as payment is made within twenty (20) calendar days of the scheduled due date.
3. A notice advising a customer of the applicable rate structure, in accordance with the Company's tariff, and offering the customer a detailed bill calculation upon request, will be provided annually to every residential customer.

B. Hazardous Conditions

1. If the Company is aware of a hazardous condition that may affect the health and safety of consumers of its water, it will immediately make all reasonable efforts to contact affected parties.

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

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