

**PSC No. 5 - WATER****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****INITIAL EFFECTIVE DATE: MAY 29, 2016****LEAF NO.: 31****REVISION: 0****SUPERSEDING REVISION:****VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)**

terminate service will provide at least five (5) calendar days written notice to the occupants that heat-related service will be terminated and will, if so notified by the department of Social Services, inform the individual of the finding of no serious impairment. Such notice will state that any occupant may seek further review by the Commission.

- 3.5. If the Company is notified by the local department of Social Services that an occupant in a multiple dwelling where the heat-related service has been terminated by the Company may suffer a serious impairment to health or safety, it will reconnect heat-related service, or otherwise provide heat to such person and continue such service.

**N. Termination of Service to Two-Family Dwellings**

1. If the Company knows that service is provided to a two-family dwelling, service will not be terminated unless the following requirements are complied with; provided, however, that where the Company knows that service is billed separately for each unit, this section does not apply. The Company will keep a record of legal two-family dwellings.
2. Required Notice
  - 2.1. The Company will not terminate service to a known two-family dwelling unless it provides written notice to:
    - 2.1.1. the owner of the premises or the party to whom the last preceding bill was rendered; and,
    - 2.1.2. the occupants of each unit
  - 2.2. The notice required will be provided in the following manner:
    - 2.2.1. by mail, to the owner or party to whom the last preceding bill was issued; or
    - 2.2.2. by personally serving or mailing it to the occupants; and
    - 2.2.3. by posting it on a conspicuous place at or within the premises, unless prevented by physical circumstances.
    - 2.2.4. the Company will give fifteen (15) calendar days' notice if personally served or posted, and eighteen (18) calendar days' notice if mailed.
  - 2.3. Whenever a notice of termination of service has been made and the Company no longer intends to terminate service, the Company will so notify the occupants in the same manner as it gave the original notice.
3. Procedures to Avoid Termination of Service
  - 3.1. The Company may require the occupants in a two-family dwelling to pay no more than the current charges incurred by the party to whom the last preceding bill was rendered, and will not terminate service if the current charges are paid.
  - 3.2. The occupant may either:
    - 3.2.1. apply for service and be accepted as a customer, if eligible to do so as identified on the Application for Service section of this Tariff, in which case such person must be liable for future payments; or

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