

PSC No. 5 - WATER**COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****INITIAL EFFECTIVE DATE: MAY 29, 2016****LEAF NO.: 34****REVISION: 0****SUPERSEDING REVISION:****VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)**

- 2.2.1. the Company will immediately notify the customer or applicant and the Commission or its designee of its position, who will make a determination without undue delay; and
 - 2.2.2. until such determination is made by the Commission or its designee, the Company will postpone any termination activity, and restore service or provide service, if so directed by the Commission or its designee, as long as the customer or applicant pays current bills and terms of the payment agreement as established by the Commission or its designee.
3. Terms of Agreement
 - 3.1. A payment agreement will require that the customer or applicant must pay all current bills on time.
 - 3.2. Unless otherwise agreed to by the Company and the customer, the Company will offer a payment agreement that covers amounts up to the cost of twice the customer's average annual usage. The down payment may include any amount owed in excess of twice the customer's average annual usage. If the customer and the Company are unable to agree upon a payment agreement, under these circumstances, either party may seek a determination from the Public Service Commission.
 - 3.3. A payment agreement offered for nonpayment of arrears upon application of service, or upon request for reconnection, may require the customer or applicant
 - 3.3.1. to make a down payment of up to 20% of the amount covered by the agreement, or the cost of one month's average usage or one tenth of the balance, whichever is greater.
 - 3.4. A payment agreement offered for backbilling, if applicable, may require the customer to pay the outstanding charges in three or more monthly installments of up to the cost of one month's average usage or 1/24 of the balance whichever is greater.
4. Broken Agreements
 - 4.1. If a customer fails to make timely payments in accordance with a payment agreement, the Company will send a reminder notice at least eight calendar days before the day when a final termination notice will be sent, stating that:
 - 4.1.1. the customer must meet the terms of the existing payment agreement by making the necessary payment within 20 calendar days of the date of the payment was due or a final termination notice may be issued; and
 - 4.1.2. if the customer can demonstrate an inability to pay the terms of the payment agreement, due to a significant change in his or her financial circumstances, because of conditions beyond his or her control, the customer should immediately contact the corporation to arrange a new payment agreement.
 - 4.2. If by the 20th calendar day after payment was due, the Company has neither received payment nor negotiated a new payment agreement, the Company will demand full payment of the total outstanding charges and send a final termination notice.
5. The Company established a residential customer assistance program for customers with a total annual income at or below 200% of the Federal Poverty guidelines called the H2O Help to Others Low Income Payment Program "LIPP") or Discount Program. Through this program, the Company will

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