

**PSC No. 5 - WATER**  
**COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.**  
**INITIAL EFFECTIVE DATE: MAY 29, 2016**

**LEAF NO.: 12**  
**REVISION: 0**  
**SUPERSEDING REVISION:**

### **III. APPLICATION AND DENIAL (CONTINUED)**

4. The following is applicable to both residential and commercial accounts: applicants are required to pay all outstanding balances due and owing for any account for which the applicant is responsible, including those outstanding accounts of entities that are owned, operated and/or controlled by the applicant, whether or not these accounts are in the applicant's name.
5. The Company will provide service to any accepted applicant whose application for service was previously denied, unless prevented by those circumstances listed in Subsection A, Extension of Service, paragraph 1:
  - 5.1.1. as soon as reasonably possible, but no later than two (2) business days after the requirements of paragraph 3 of this subdivision are met or such later time as may be specified by the applicant; or
  - 5.1.2. within twenty-four (24) hours, if required by the Commission or its designee.
6. A customer moving within the service territory of the Company and requesting service within sixty (60) calendar days of the closing of the customer's prior account is eligible to receive service at the new location, and such service will be considered a continuation of service in all respects, with any existing payment agreement honored; provided, however, that such customer's prior service had not been terminated for non-payment at the time of the request.
7. The Company will supply the customer with service when the Commission or its authorized designee directs the provision of service.

#### **B. Service Application - Responsibility for Service**

1. A residential application for service may be either oral or written. The Company will request written or telephonic notice from the residential customer to the Company five (5) business days before discontinuing service. If a written or telephonic notice of discontinuance is not received by the Company, the customer will be liable for all bills for water used by others on the premises covered by his or her contract, until the meter is removed or reading arrangements have been fulfilled.
2. The Company may require an applicant to complete a written application for service only if:
  - 2.1.1. there are arrears at the premises to be served and/or service to the previous customer at the premises to be served was terminated for nonpayment within the prior twelve (12) months or the current account is subject to a final notice of termination;
  - 2.1.2. there is evidence that service has been supplied through tampered equipment;
  - 2.1.3. the meter has recorded usage during a period within the previous twelve (12) months when there was no customer; or
  - 2.1.4. the application is made by a third party on behalf of the party who would receive service.
3. If a written application is not required as a prerequisite to providing service, an oral application for service will be considered complete when the applicant provides his or her name, address, and, if the applicant has a prior account, either the address or account number, and answers questions relevant to

Issued by: Brian K. Bruce, President, 60 Brooklyn Avenue, Merrick, New York 11566