

PSC NO: 2 - WATER
COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.
INITIAL EFFECTIVE DATE: October 14, 2012
Issued in compliance with order in Case 12-W-0217 dated 08/17/2012

LEAF: 70
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

SECTION X. METER READING AND INSPECTION OF APPARATUS-RESIDENTIAL

A. METER READING AND ESTIMATED BILLS

- 1 The Company's authorized agents or employees will, at all reasonable times have access to its equipment on the customer's premises for reading, inspecting, testing, repairing or removing its equipment.
- 2 The Company will attempt to obtain an actual meter reading for every metered account, on a regularly scheduled basis and will leave a meter reading card upon no access.
- 3 When the Company is unable to obtain actual meter readings, it may render an estimated bill. The estimated bill will be calculated in accordance with an established formula which takes into account the best available data for estimating the customer's usage.
- 4 If, after the bills are estimated for a period of six (6) consecutive months, the Company is unable to obtain an actual meter reading, no access notices shall be provided at the next billing cycle to the individual who controls access to the meter. In cases where the access controller is not the customer, a copy of the notice must be sent to the customer.
- 5 If after three (3) notices the Company is unable to obtain an actual meter reading, a \$25.00 fee will be applied to every bill until an actual reading is obtained.

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563