

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: 80  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### SECTION XIII NOTICE REQUIREMENTS, CONSERVATION, EMERGENCY DISCONNECTION

#### (A) Annual Notice of Rights

(1) The Company will, at the time of application for service and at least once each year after service is extended, provide applicants and customers with a brochure containing detailed description of their rights and obligations.

(2) If a customer has a deposit with the Company, an accounting for the deposit, showing the interest earned during the current year and the date the deposit was obtained, will be provided annually to the customer.

(3) A notice offering a fixed income billing plan will be provided annually to every 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, as long as payment is made within twenty (20) calendar days of the scheduled due date.

(4) 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 customer.

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