

**PSC NO: 3 – 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: 3**  
**REVISION: 0**  
**SUPERSEDING REVISION:**

A. Quantity	18
B. Change of Occupancy	18
C. Termination of Residential Service	18
D. Final Termination Notice	18
E. Physical Termination of Service – Residential	19
F. Payment at the Time of Termination Service	20
G. Dishonored Checks	20
H. Discontinuance of Residential Service – Special Procedures	20
I. Voluntary Third Party Notice Prior to Discontinuance of Service	21
J. Termination of Service to Entire Multiple Dwellings	21
K. Termination of Service to Two-Family Dwellings	24
L. Emergency Disconnection of Residences (Service Contingencies – Liability)	24
M. Discontinuance at Written Notice of the Customer	25
N. Complaint Handling Procedure	25
O. Late Payment Charge	26
P. Deferred Payment Arrangements – Residential Service	26
Q. Rendering of Bills	30
R. Backbilling	30
S. Interest on Customer Overpayments	31
6. General Rules	
A. Failure in Supply	31
B. Discontinuance of Nonresidential Service for Violation of Rules	31
C. Reconnection of Service	32
D. Hydrants – Public or Private	33
E. Rules Relating to the Installation of Mains, Services, Connections and Facilities and Extensions	33
F. Agreement for Main Extension – Subject to Surcharge	38
G. Construction Loan Agreement for an Applicant Who Cannot Qualify as a Reasonable Permanent Customer with Company Performed Installation*	41
H. Construction Loan Agreement for an Applicant Who Cannot Qualify as a Reasonable Permanent Customer with Applicant Performed Installation*	45
I. Construction Loan Agreement for Real Estate Development w/Company Performed Installation*	52
J. Construction Loan Agreement for Real Estate Development w/Applicant Performed Installation*	56
K. Cross Connection Control	63
L. Inspection and Examination of Company Apparatus	64
M. Sprinkling	64
N. Wartime Emergency	64

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563  
 (Name of Officer, Title, Address)