

**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: 11**  
**REVISION: 0**  
**SUPERSEDING REVISION:**

## GENERAL INFORMATION

### 2. F. Notice Requirements – Residential

1. Annual Notice of Rights – The Company will, at the time of residential application for service and at least once each year after service is extended, provide residential applicants and customers with a brochure containing a detailed description of their rights and obligations under this Section.

2. Periodic Notices – A notice offering a fixed income billing plan will be provided annually to every residential customer known to be on a fixed income. Such billing plan will provide for payment of bills on a reasonable schedule considering the customer's regular receipt of income, without being charged late payment charges, as long as payment is made within 20 calendar days of the scheduled due date.

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 residential customer.

3. Hazardous Conditions - If the Company is aware of a hazardous condition that may affect the health and safety of consumers of its water, it will immediately make all reasonable efforts to contact affected parties.

### G. Service Deposits

1. Deposit Requirements - The Company may require the payment of a security deposit from: (a) a seasonal, short-term, temporary or nonresidential customer; (b) a delinquent customer, as long as at least 20 calendar days before its request for a deposit, the Company provides the customer with written notice that the failure to make a specified payment before a specified date may result in a request for a deposit and states how the deposit would be calculated; or (c) a customer whose service was terminated for nonpayment during the preceding six months.

The Company may not require a deposit from: (d) a customer or applicant who is known to the Company as a recipient of public assistance, supplemental security income benefits or additional state payments; or (e) a customer or applicant who is known to the Company as an elderly, blind or disabled person, unless that customer's service was terminated for nonpayment within the preceding six months.

If a deposit is authorized by this Section, the Company must offer a customer, except for seasonal, short-term, temporary or nonresidential customers, the opportunity to pay the deposit in installments, considering the customer's financial circumstances in a manner consistent with paragraph 3 of Section V Subdivision P of this Tariff.

2. Deposit Calculation - The amount of a deposit must not be more than the cost of twice the customer's average monthly usage, except in the cases of customers whose usage varies widely, where the deposit must not be more than the cost of twice the average monthly usage for

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