

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: 10
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

2. B. Service Application - (Cont'd)

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 identifying the applicant's use of water on the premises, including whether the service will be used primarily for residential purposes.

A written application for service will be considered complete when information has been provided as required above along with proof of the applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. When a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the applicant. All submitted documents become part of the application.

The Company will make reasonable efforts to contact, either by telephone or in person, any applicant who submits an incomplete application, within one business day of receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete.

The Company shall not be obligated to provide short-term, temporary or seasonal service to an applicant who fails to post a lawfully required deposit.

The applicant must make separate applications for each meter or type of service to each residence, apartment, business building or location for which water service is desired.

Nonresidential applicants shall file with the Company a written application for service upon the form furnished by the Company for the class of service desired.

C. Denial of Application - The Company will make reasonable efforts to immediately contact, either by telephone or in person, any applicant whose application is being denied.

The Company will not deny an application for service unless a written notice was either delivered personally to the applicant or sent to the applicant's current address or any alternative mailing address provided in the application, within three business days of receipt of the application for service. An application for service not denied within three business days of receipt is considered accepted.

D. Penalty - If a utility fails to provide service to a residential applicant within the time required by this section, the utility must pay to the applicant \$25.00 per day for each day or portion of a day that service is not supplied, unless the Commission or its designee determines that the utility had good cause for not providing service within the required time.

E. Application Accepted Subject to Existing Main - As stated on Leaf No. 32 of Tariff.

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