

**PSC No. 1 - 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 NO.: 27****REVISION: 0****SUPERSEDING REVISION:**

- .2.3 If occupants in a multiple dwelling find they are unable to reach an agreement with the Corporation to avoid termination of service, they may contact the Public Service Commission. After such a request is received, a designee will attempt to work out an agreement and will, if necessary, attempt to arrange a meeting with occupant representatives, Corporation and party responsible for making payment for service.
- .2.4 Public Service Commission may stay a threatened termination of service to an entire multiple dwelling where it concludes that good faith efforts are being made by the occupants to arrange for the payment of current charges.
- .3 Physical Termination of Service
  - .3.1 During the cold weather period, the following procedure will be followed by the Corporation to terminate heat-related service to an entire multiple dwelling:
    - .3.2 The Corporation will provide the notices required by paragraph .1 of this subsection not less than thirty (30) calendar days before the intended termination.
    - .3.3 The Corporation will provide each occupant with a written notice, not less than ten (10) calendar days before the earliest date termination may occur, advising the occupant that if any occupant in his or her apartment has a serious illness or medical condition that may result in a serious impairment to health or safety by the loss of heat service, he or she should immediately contact the Corporation. The notice will provide the name and telephone number of the Corporation contact person. Whenever an occupant has so notified the Corporation, the Corporation will conduct an onsite personal visit without delay, for the purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If the Corporation determines that an occupant may suffer serious impairment to health or safety as a result of termination, the Corporation will refer such cases to the local department of Social Services and request the agency to investigate.

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