

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.: 31**REVISION: 0****SUPERSEDING REVISION:**

- applicant to complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form with the knowledge that such information will be treated as confidential;
- .1.3.2 provide for installments as low as \$10.00 per month and no downpayment, when the customer or applicant demonstrates financial need for such terms, but need not provide for monthly installments of less than \$10.00; and
- .1.3.3 provide for any size or no downpayment and installments on any schedule over any period of time and cover any outstanding charges, if mutually agreed by the parties.
- .1.4 The Corporation will negotiate and amend a payment agreement if the customer or applicant demonstrates that their financial circumstances have changed significantly because of conditions beyond their control.
- .1.5 The Commission or its designee may order the Corporation to offer a payment agreement when the parties have been unable to reach agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.
- .1.6 The Corporation will not be obligated to extend a deferred payment agreement to a non-residential customer, unless otherwise agreed to by the Corporation and the customer.
- .2 Eligibility
- .2.1 A residential customer or applicant is eligible for a payment agreement and will be offered one, unless:
- .2.1.1 the customer is a seasonal, short-term or temporary customer;
- .2.1.2 the customer has a broken or existing payment agreement;
- .2.1.3 the Commission or its designee determines that the customer or applicant has the resources available to pay the bill.
- .2.2 If the Corporation believes that a customer or applicant has the resources available to pay the bill in full or where the parties are unable to agree on a payment agreement covering the amounts that exceed the cost of twice the customer's average yearly usage, either party may seek a determination from the Commission or its designee as follows:
- .2.2.1 the Corporation will immediately notify the customer or applicant and the Commission or its designee of its position who will make a determination without undue delay; and
- .2.2.2 until such determination is made by the Commission or its designee, the Corporation will postpone any termination activity, and restore service or provide service, if so directed by the Commission or its designee, as long as the customer or applicant

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