

PSC No. 1 - WATER
COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.
INITIAL EFFECTIVE DATE: OCTOBER 14, 2012

LEAF NO.: 18
REVISION: 0
SUPERSEDING REVISION:

Issued in compliance with order in Case 12-W-0217 dated 08/17/2012

F. Backbilling

- .1 Notice
 - .1.1 Every backbill will contain a written explanation of the specific reason for the backbill, and if the bill covers more than a twenty-four month period, a statement as to why the billing was not limited as stated in paragraph 3 Limitations on Backbilling Period.
 - .1.2 A backbill will be accompanied by an offer of a payment agreement in accordance with subsection M, Deferred Payment Agreements of this tariff, if applicable.
- .2 Limitations on Issuance of Backbills
 - .2.1 The Corporation may not issue a backbill more than six (6) months after the Corporation actually became aware of the circumstance, error or condition that caused the underbilling.
 - .2.2 The Corporation may not upwardly revise a backbill, and will issue a downwardly revised backbill as soon as reasonably possible and within two (2) months after the Corporation becomes aware that the first backbill was excessive.
- .3 Limitations on Backbilling Period
 - .3.1 When the failure to bill earlier was due to a Corporation deficiency, the Corporation will limit the backbilling period to twelve (12) months before the Corporation actually became aware of and corrected the circumstances, error or condition that caused the underbilling, unless the Corporation can demonstrate that the customer's culpable conduct caused or contributed to the original underbilling.
 - .3.2 When the failure to bill earlier was not due to a Corporation deficiency, the Corporation will limit the backbilling period to 24 months before the Corporation actually became aware of and corrected the circumstance, error or condition that caused the underbilling, unless the Corporation can demonstrate that the customer's culpable conduct caused or contributed to the original underbilling.

G. Termination of Residential Service

- .1 Conditions for Termination of Residential Service
 - .1.1 Water service may be discontinued by the Corporation for any of the following reasons as stated in Title 16 NYCRR 14.4 provided advance final notice of termination has been given when the customer:

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