

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.: 24**REVISION: 0****SUPERSEDING REVISION:**

- .4.3 When the Corporation terminates service to a customer, and the customer or a resident 18 years or older was not personally contacted by the Corporation before termination of service and the customer has not contacted the Corporation for the purpose of requesting reconnection before 12 Noon on the day following termination of service, the Corporation will, by onsite personal visit with the customer or other adult resident, immediately attempt to determine whether there is continuing occupancy and whether a serious impairment to health or safety may result. If the Corporation determines that a serious impairment may result, it will immediately restore service. If the Corporation is unable to make an onsite personal visit with the customer or an adult resident, and does not have reasonable grounds to believe that the customer has vacated the premises, the Corporation will immediately refer the name and address of the customer to the local Social Services official.
- .4.4 If after the discovery of tampered equipment, the Corporation decides to terminate service to a customer because of a potential health or safety problem, it will determine whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Corporation determines that a resident may suffer a serious impairment, it will follow the procedures set forth in paragraph .4.2 of this subsection provided, however, that continued service is not required if it is impractical for the Corporation to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Corporation terminates service to preclude the continuation of an unsafe condition, the Corporation will specially notify the local Social Services official on the same day service is terminated and request an immediate consideration of the case.

I. Termination of Nonresidential Service

- .1 **Discontinuance for Non-Payment:**
The Corporation may, after due notice as required by law, discontinue the supply of water to any and all premises of a customer if payment is not made to the Corporation of all money due from the customer for service supplied to such premises. The Corporation may refuse to supply service or additional service to an applicant or customer until all money due is paid.

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