

**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.: 23****REVISION: 0****SUPERSEDING REVISION:**

- .2.1 The Corporation will not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when a resident of a customer's premises suffers from a serious illness or medical condition that will be aggravated due to the absence of water service. Such customers must provide written certification by a medical doctor or local board of health.
- .2.2 The specific procedures for cases involving medical emergencies and the need for certification can be found in Title 16 NYCRR 14.5 b(2) b(3).
- .3 Elderly, Blind or Disabled Customers
  - .3.1 The Corporation will not terminate or refuse to restore service to a customer where the customer and all other residents of the household are known or identified to the Corporation to be 62 years of age or older, 18 years of age or under, blind or disabled without following the procedures found in Title 16 NYCRR 14.5 c(2) and (3).
- .4 Special Procedures During Cold Weather Periods  
(November 1 through April 15) For Premises with Heat Related Service.
  - .4.1 During cold weather periods, before terminating service to a premises with heat-related service, the Corporation will attempt to determine whether a resident may suffer serious impairment to health or safety as a result of termination by making an effort to personally contact the customer or an adult resident at the service location at least 72 hours prior to the intended termination, to explain the reason for termination and provide the customer with information on the protections available in Title 16 NYCRR 14.5 d.
  - .4.2 When the Corporation determines that a resident may suffer serious impairment to health or safety as a result of termination, the Corporation will not terminate service unless
    - .4.2.1 it informs the customer that a referral will be made to the Department of Social Services;
    - .4.2.2 the Corporation notifies the local Social Services office orally and in writing within five (5) business days; and
    - .4.2.3 the Social Services office, after an investigation informs the Corporation that the reported condition is not likely to result in a serious impairment to health or safety, or than an alternative means for protecting the person's health or safety has been arranged.

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