

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.: 22**REVISION: 0****SUPERSEDING REVISION:**

- .6.2 If within the last twelve (12) months a customer has paid for service with a check that was subsequently dishonored, the Corporation has the right to accept only cash, certified check or money order as payment from that customer, at the time of termination.

H. Termination of Residential Service – Special Procedures**.1 General**

- .1.1 The Corporation will provide special protections regarding the termination and reconnection of service in cases involving:
- .1.1.1 medical emergency customers; and
 - .1.1.2 elderly, blind or disabled customers; and
 - .1.1.3 customers with heat-related service during cold weather periods; only when these conditions are brought to the attention of the Corporation.
- .1.2 The Corporation will take steps to assure communication before termination in the case of a language barrier.
- .1.3 Once the Corporation has been made aware of a customer that qualifies for special protections, the Corporation will make a diligent effort to personally contact that individual by
- .1.3.1 attempting to call, if there is a telephone, once during business hours, and if unsuccessful twice during reasonable non-business hours (6:00 PM to 9:00 PM weekdays or 9:00 AM to 5:00 PM weekends).
 - .1.3.2 making an onsite personal visit, if telephone contact is unsuccessful.
- .1.4 When the service is left on, the customer remains responsible for payment of service and must make a reasonable effort to pay charges for the service.
- .1.5 When there remains a threat of termination or termination has already occurred, the Corporation will notify the customer that the Public Service Commission is available for assistance, and provide the Public Service Commission's telephone number.

.2 Medical Emergency CustomersIssued by: William M. Varley, President, 733 Sunrise Highway, Lynbrook, NY