

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.: 35**REVISION: 0****SUPERSEDING REVISION:****N. Reconnection of Service**

- .1 The Corporation will reconnect service that has been terminated within 24 hours of the customer's request for reconnection, unless prevented by circumstances beyond the Corporation's control or unless a customer requests otherwise, under any of the following conditions:
 - .1.1 upon receipt of the full amount of arrears for which service was terminated;
 - .1.2 upon receipt of a signed payment agreement, covering the full amount of arrears for which service was terminated, and the receipt of a down payment, if required under that agreement;
 - .1.3 upon the direction by the Public Service Commission or its designee; or
 - .1.4 where the Corporation has received notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required for health or safety reasons will be resolved in favor of reconnection.
- .2 Inability to Reconnect – wherever circumstances beyond the Corporation's control prevent reconnection of service within 24 hours, the Corporation will immediately attempt to notify the customer and reconnect service within 24 hours of the elimination of those circumstances.
- .3 Penalty – if a Corporation does not reconnect service within 24 hours, the Corporation will pay the customer for each day or portion of a day that service is not supplied after the date that service should have been supplied, as follows:
 - .3.1 \$50.00 per day or portion of a day in cases involving medical emergencies, the elderly, blind or disabled, heat-related service during the cold weather period, or where the Corporation has notice that serious impairment to health or safety is likely to result if service is not reconnected; or
 - .3.2 \$25.00 per day or portion of a day in all other cases.
 - .3.3 The penalty referred to in paragraph .3.1 of this subsection will not be applicable if the Commission or its designee determines that the Corporation had good cause for not reconnecting service within 24 hours. In such cases, the Corporation has the burden of showing good cause.
- .4 Non-residential service that has been terminated due to the customer's deliberate violation of the Corporation's rules and regulations will be restored upon payment of the actual cost incurred including, but not limited to the charge for repair of the condition and restoration of the service.

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