

PSC NO: 2 - 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: 44
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

3. Wherever circumstances beyond the Company's control prevent reconnection of service within twenty-four (24) hours, the Company will immediately notify the customer and reconnect service within twenty-four (24) hours after those circumstances cease to exist.

4. If the Company does not reconnect within twenty-four (24) hours, as required by this section, the Company 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:

- a. \$50 per day or portion of a day in cases involving medical emergencies, the elderly, blind or disabled, heat-related service during cold weather period, or where the Company has notice that a serious impairment to health or safety is likely to result if service is not restored; or
- b. \$25 per day or portion of a day in all other cases.

5. Penalty charges will not be applicable if the Commission or its designee determines that the Company had good cause for not reconnecting service within twenty-four (24) hours. The Company has the burden of showing good cause.

6. Water service that has been discontinued by being shut-off at the tap or at the curb or by being locked or sealed by the Company, may be resumed by new application being filed and the payment of the arrears, if more than sixty (60) days have elapsed between termination and the request for resumption of service. The customer may enter into a deferred payment agreement in accordance with Section XII of the tariff to pay off the arrears.

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563