

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: 43
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

J) Reconnection of Service

1. When water service to any premises has been turned off upon the order of the customer or for non-payment, and service to said premises, whether seasonal or otherwise, is again desired by the same customer, a charge of \$25.00 between the hours of 8:30 A.M. and 4:00 P.M. normal working days and \$35.00 at all other times will be made for the restoration of service, provided that the discontinuance of service has required only the removal of the Company's equipment from the customer's premises, the closing of the curb stop or turning off the water elsewhere not involving any unusual expense. If, however, by the willful acts of the customer, it becomes necessary to shut off or disconnect the service pipe at the Company's main, the charge to the customer for restoration of service will be the actual cost incurred by the Company incident to the disconnection and reconnection of the service pipe.

2. Service which has been discontinued at the curb for nonpayment of water charges will be restored within twenty-four (24) hours of customer's request, unless prevented by circumstances beyond the Company's control or unless a customer requests otherwise, in the following situations:

- a. Receipt by the Company of the full amount of arrears for which service was terminated, plus a reconnection fee; or
- b. Upon receipt of a signed payment agreement, consistent with Section XII of this tariff covering the full amount of arrears for which the service was terminated, and the receipt of a down payment if required. The reconnection fee can be made part of a payment agreement which is entered into at the time service restoration is requested; or
- c. Upon the direction of the Commission or its designee; or
- d. Where the Company has notice that serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required must be resolved in favor of reconnection.

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