

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: 35
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

3. The Company will not terminate service unless:
 - a. it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the notice period required by this tariff; and
 - b. it has verified that on the day termination is scheduled payment has not been posted to the Customer's account as of the opening of business on that day, or paragraph D of this section.
4. The Company will not terminate service more than sixty (60) calendar days after issuance of the final termination notice or has updated the original notice to include the current arrears.
5. The Company will not terminate service while a complaint is pending before the Company or the Public Service Commission and for fifteen (15) calendar days after resolution by the Company or by the Public Service Commission or its designee, for nonpayment of the disputed charges. Nothing prevents the Company from terminating service for nonpayment of undisputed charges.
6. The Company will not terminate service during a two-week period encompassing Christmas Day and New Year's Day.

D) Payment at the time of Termination of Service

1. If a customer claims that payment has already been made at the time that termination for nonpayment is to take place and produces as proof a written business record of payment, or claims that there is a complaint pending before the Company or the Public Service Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for nonpayment of any verified disputed amount.

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