

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: 40  
REVISION: 0  
SUPERSEDING REVISION:

### GENERAL INFORMATION

of the Company contact person. Whenever an occupant has so notified the Company, the Company will conduct an on site personal visit without delay, for the purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If the Company determines that an occupant may suffer impairment to health or safety as a result of termination, the Company will refer such cases to the local department of social services and request the agency to investigate.

- c. The Company will refer such a case to the department of social services and will continue heat-related service to the multiple dwelling or otherwise provide heat to the person who may suffer a serious impairment for at least fifteen (15) business days after the referral. The Company will refer such a case and will not thereafter terminate heat-related service to the dwelling during the cold weather period unless it otherwise provides heat to the person who may suffer a serious impairment, or unless it is informed by the local department of social services that appropriate alternative arrangements to preclude a serious impairment to health or safety have been made or that the claim of serious impairment is without merit. The Company shall provide at least five (5) calendar days written notice to the occupants that heat-related service will be terminated, and will, if so notified by the department of social services, inform the individual of the finding of no serious impairment. Such notice shall state that any occupant may seek further review by the Commission.
- d. If the Company is notified by the local department of social services that an occupant in a multiple dwelling where the heat-related service has been terminated by the Company may suffer a serious impairment to health or safety, it must reconnect heat-related service, or otherwise provide heat to such person, and continue such service as provided for in Section 9c of this subdivision.

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