

PSC NO: 3 – 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: 27**REVISION: 0****SUPERSEDING REVISION:****GENERAL INFORMATION****5. P. Deferred Payment Agreements – Residential Service - (Cont'd)**

(a) If payment of outstanding charges is a requirement for reconnection, in accordance within Section 6-Subdivision C, the Company will offer the customer a payment agreement in accordance with this Section. The Company will also inform the customer that he or she may opt to have the agreement include any applicable reconnection charge and/or legal fee, specifying the amount of such charge.

(b) A deferred payment agreement shall: (a) be fair and equitable considering the customer's financial circumstances; however, the Company may require a customer or applicant complete a form showing assets, income and expenses and provide reasonable substantiation of the information on that form; and (b) provide for installments as low as \$10 per month and no down payment when the customer demonstrates financial need for such terms but need not provide for monthly installments of less than \$10; and (c) provide for any size or no down payment and installments on any schedule over any period of time, and cover any outstanding charges if mutually agreed to by the parties.

(c) The Company will renegotiate and amend a payment agreement if the customer or applicant demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his/her control.

(d) The Commission or its designee may order the company to offer a payment agreement in accordance with this Section when the parties have been unable to reach an agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.

2. Eligibility – A residential customer or applicant is eligible for a payment agreement and must be offered one in accordance with subdivision (1) of the Section unless: (a) the customer is a seasonal, short-term or temporary customer; or (b) the customer has broken an existing payment agreement; or (c) the Commission or its designee determines that the customer or applicant has the resources available to pay the bill.

If the Company believes that a customer or applicant has the resources available to pay the bill in full or where the utility and customer are unable to agree on a payment agreement covering amounts that exceed the cost of twice the customer's average yearly usage, either party may seek a determination from the Commission or its designee in accordance with the following procedure: (d) the Company must immediately notify the customer or applicant and the Commission or its designee of its position; (e) the Company must give the customer or applicant written notice summarizing the procedures under this paragraph in clear and understandable language; (f) the Commission or its designee will make a determination without undue delay; and (g) until such a determination is made by the Commission or its designee, the Company must postpone any termination activity, and restore service or provide service if so directed by the Commission or its designee, as long as the customer or applicant pays current bills and terms of a payment agreement established by the Commission or its designee.

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