

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: 31
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

S. Interest on Customer Overpayments

1. The Company shall provide interest on customer overpayments according to the standards and criteria set forth in this Part.
2. A customer overpayment is defined as payment by the customer to the Company in excess of the correct charge for water service supplied to the customer which was caused by erroneous billing by the utility.
3. The rate of interest on such amounts shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded.
4. This part applies to refunds returned to customers after the effective date of these rules. The Company will not be required to pay interest on customer overpayments that are refunded within 30 days after such overpayment is received by the water corporation.

6. GENERAL RULES

A. Failure in Supply – the Company undertakes to use reasonable care and diligence to provide a constant supply of water at a reasonable pressure but reserves the right, at any time, after due notice (unless an emergency occurs) to shut off the water in its mains for the purpose of making repairs and extensions.

B. Discontinuance of Nonresidential Service for Violation of Rules – Water service may be discontinued for any one of the following reasons.

1. for use of water other than represented in application or through branch connections on the street side of the meter or place reserved therefore;
2. for willful waste or use of water through improper and imperfect pipes, or by any other means;
3. for molesting any service pipe, seal, meter, or any other appliances of the Company;
4. for cross-connecting pipes carrying water supplied by the Company with any other source of supply or with any apparatus which may endanger the quality of the Company's water supply;

Issued by: William M. Varley, President, 733 Sunrise Hwy., Lynbrook, NY 11563
(Name of Officer, Title, Address)