

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: 19
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

5. D. Final Termination Notice – Residential - (Cont'd)

The Company will not issue a final termination notice for nonpayment of disputed charges while complaint is pending with the Company or the Public Service Commission. The Company may issue a final termination notice for the nonpayment of undisputed charges.

E. Physical Termination of Service – Residential.

1. The Company will not terminate service until at least:
 - (a) 15 calendar days after a final termination notice has been given personally to the customer; or
 - (b) 18 calendar days after a final termination notice has been mailed to the customer at the service location or been mailed to an alternative address that has been provided by the customer for mailing purposes; and
 - (c) if the alternative address has been used, the Company will mail notice of the scheduled termination to the premises where service is rendered 10 calendar days after final termination notice was mailed.
2. The Company will terminate residential service only between the hours of 8:00 a.m. and 4:00 p.m., on Mondays through Thursdays provided that such day or the following day is not:
 - (a) a Public Holiday or day on which the main business office of the Company is not open for business. Public Holiday shall refer to those holidays enumerated in the General Construction law; or
 - (b) a day the office of the Public Service Commission is closed.
 - (c) during the two-week period encompassing Christmas and New Year's Day.
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 has complied with procedures established under 16 NYCRR, Part 14.4, subdivision D.

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