

**PSC NO: 2 - WATER** **LEAF: 5**  
**COMPANY: SLEEPY HOLLOW WATER COMPANY, INC.** **REVISION: 0**  
**INITIAL EFFECTIVE DATE: JANUARY 1, 2024** **SUPERSEDING REVISION:**

## GENERAL INFORMATION

### 7. General Rules

- A. Customers must provide 10 days' written notice prior to the date on which termination of service is requested or prior to a change of occupancy, until which date the customer will be responsible for payment of service.
- B. Fire hydrants shall not be used without the written permission of the company or unless in conformance with filed fire protection tariff provisions.
- C. The company will not be liable for damage resulting from the presence of its facilities, supply, or use of water service, except damage resulting from gross negligence of the company.
- D. The company may shut off water in its mains to make repairs and extensions. Where possible, proper advance notice will be made to customers affected.
- E. The use of water for sprinkling, swimming pools, or other less essential uses may be restricted or prohibited where such use may unreasonably reduce the adequacy of service for other domestic purposes.
- F. There must be a separate service for each premise.
- G. Installation of service pipes and mains will not normally be made when the ground is frozen.
- H. The customer is responsible for service pipes and plumbing within the property line. Any plumbing work done on the customer's service pipe is subject to approval by the company. No underground work shall be covered up until it has been inspected and approved by the company.
- I. All leaks on customer premises or the customer portion of the service pipe must be repaired as soon as possible.
- J. All mains, services (up to the property line) and other water system facilities will be maintained and replaced by the company.
- K. The company will supply water in the distribution system at pressures between 20 and 100 pounds per square inch (psi) and will strive, where practicable, to maintain a normal working pressure of 60 psi with a minimum of 35 psi. If the company makes changes to its system which cause the pressure to increase to over 100 psi to existing customers, the company will be responsible for the first installation of the necessary equipment in the customer's premises. From that point on the equipment will be considered part of the customer's internal plumbing and the customer will be responsible for its maintenance or replacement. If a water pressure reducing valve, in the customer's or applicant's opinion, is necessary or desired to safeguard the plumbing, it is the customer's or applicant's responsibility to purchase, install and maintain this equipment. Where a pressure reducing valve is used it is also advisable to install a suitable pressure relief valve. All installations will comply with the local building codes and standards and are considered a part of the customer's internal plumbing.

Issued By: Janet Kaplan, President, Unit 1095, 92 Randy Rd, Athens, NY 12015

(Name of Officer, Title, Address)

Effective date postponed to 02/01/2024. See Supplement No. 1.  
Cancelled by supplement No. 2 effective 02/01/2024