

**PSC NO: 2 - WATER** **LEAF: 9**  
**COMPANY: SLEEPY HOLLOW WATER COMPANY, INC.** **REVISION: 0**  
**INITIAL EFFECTIVE DATE: JANUARY 1, 2024** **SUPERSEDING REVISION:**

### GENERAL INFORMATION

- (6) For cross connections.
  - (7) For submetering or reselling water.
  - (8) For non-compliance with water usage restrictions.
  - (9) For violation of any rule or regulation of the company as filed with the Public Service Commission, provided such violation affects the reliability or integrity of the water system.
- B. Written notice of discontinuance of service shall contain the information required by 16 NYCRR Section 533.3 and will be given except in those instances where a public health hazard exists.
  - C. The company may, at any time, temporarily discontinue water service in case of accident, or for the purpose of making connections, alterations, repairs, changes, etc.
  - D. Except as stated in the preceding paragraph, or in the case of a violation that threatens the integrity of the water system, the company shall not discontinue service to any customer on a Friday, Saturday, Sunday, Public Holiday, a day the offices of the Public Service Commission are closed, or on a day when the company is not open for business. Public Holiday shall refer to those holidays defined in the General Construction Law.

#### 13. Discontinuance of Residential Service – Special Procedures

If termination of service would result in serious impairment to health and safety, the company must delay the termination of service or, if service has already been terminated, must restore service, for thirty days under the following conditions.

- A. all occupants are either blind, disabled, 62 years of age or older or 18 years of age or under;
- B. a medical emergency exists; or
- C. if heating would be affected between November 1 and April 1.

It is the customer's responsibility to notify the company that such conditions exist and to provide any required documentation. The company may require that the customer make appropriate arrangements to pay any arrears as well as pay current bills.

#### 14. Deferred Payment Agreements

In addition to those circumstances in Section 13, the company will consider granting customers reasonable payment terms in cases where a customer is threatened with termination of service, or where the company has issued a backbill to a customer. Any such agreement may require the customer to make a reasonable down payment, and to pay bills when issued.

Issued By: Janet Kaplan, President, Unit 1095, 92 Randy Rd, Athens, NY 12015  
(Name of Officer, Title, Address)