

**PSC No. 5 - WATER****LEAF NO.: 34****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****REVISION: 1****INITIAL EFFECTIVE DATE: JUNE 1, 2017****SUPERSEDING REVISION:**

Issued in compliance with Commission Order issued May 18, 2017 in Case 16-W-0259

**VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)**

If by the 20<sup>th</sup> calendar day after payment was due, the Company has neither received payment nor negotiated a new payment agreement, the Company will demand full payment of the total outstanding charges and send a final termination notice.

**P. Reconnection of Service**

1. Termination at the Request of the Customer
  - 1.1. Service temporarily discontinued at the curb at the request of the customer or his agent, will be restored upon payment of \$50.
2. Involuntary Termination
  - 2.1. The Company will reconnect service that has been involuntarily terminated for reasons as stated under Subsection I, Termination of Residential Service, paragraph 2, or Subsection K, Termination of Non-residential Service, paragraphs 1 through 4, within 24 hours of the customer's request for reconnection, unless prevented by circumstances beyond the Company's control or unless a customer requests otherwise, under any of the following conditions:
    - 2.1.1. upon receipt of the full amount of arrears for which service was terminated, plus a reconnection charge as provided under paragraph 7 of this subsection, below;
    - 2.1.2. upon receipt of a signed payment agreement, covering the full amount of arrears for which service was terminated, and the receipt of a down payment, if required under that agreement. The reconnection fee can be made part of a payment agreement which is entered into at the time service restoration is requested;
    - 2.1.3. upon the direction by the Public Service Commission or its designee; or
    - 2.1.4. where the Company has received notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required for health or safety reasons will be resolved in favor of reconnection.
3. **Inability to Reconnect** – wherever circumstances beyond the Company's control prevent reconnection of service within 24 hours, the Company will immediately attempt to notify the customer and reconnect service within 24 hours of the elimination of those circumstances.
4. **Penalty** – if a Company does not reconnect service in accordance with the terms of this Subsection P, the Company will pay the customer for each day or portion of a day that service is not supplied after the date that service should have been supplied, as follows:
  - 4.1. \$50.00 per day or portion of a day in cases involving medical emergencies, the elderly, blind or disabled, heat-related service during the cold weather period, or where the Company has notice that serious impairment to health or safety is likely to result if service is not reconnected; or
  - 4.2. \$25.00 per day or portion of a day in all other cases.
  - 4.3. The penalty referred to in paragraph 4.1 of this subsection will not be applicable if the Commission or its designee determines that the Company had good cause for not reconnecting service within 24 hours. In such cases, the Company has the burden of showing good cause.

Issued by: Carmen P. Tierno, President, 60 Brooklyn Avenue, Merrick, New York 11566

Cancelled by supplement No. 14 effective 04/01/2023