

**PSC No. 5 - WATER****LEAF NO.: 24****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)****6. Payment at the Time of Termination – Residential**

- 6.1. If a customer claims that payment has already been made at the time of termination for nonpayment is to take place and produces as proof a written business record of payment; or claims that there is a complaint pending before the Company or the Public Service Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for nonpayment of any verified disputed amount.
- 6.2. At the time of termination, if either payment of the full amount is offered, or if the customer agrees to sign a payment agreement and offers payment of any required down payment, the Company representative will either:
  - 6.2.1. accept the payment, or
  - 6.2.2. allow the customer an extension of time of not less than one business day to go to the business office to make payment or arrange for payment within the specified time.
- 6.3. When the customer fails to make the payment or arrange for payment within the specified time, the Company will terminate service without further notice.
- 6.4. Whenever payment is made by check or money order at the time of termination, the Company's field representative will provide the customer with a receipt which will include the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative.

**7. Dishonored Checks**

- 7.1. Receipt of a subsequently dishonored check in response to a termination notice is not payment of a customer's account and the Company is not required to issue an additional notice before termination when the termination notice warns the customer of this possibility.
- 7.2. If within the last twelve (12) months a customer has paid for service with a check that was subsequently dishonored, the Company has the right to accept only cash, certified check or money order as payment from that customer, at the time of termination.

**J. Termination of Residential Service – Special Procedures**

1. Special emergency procedures, required by Title I6 NYCRR Part 14.5 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and termination during cold weather periods for premises with heat-related service. The Company has these special protections on file.
2. 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.
3. General Procedures
  - 3.1. The Company will provide special protections regarding the termination and reconnection of service in cases involving:

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

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