

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

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

**LEAF NO.: 47****REVISION: 1****SUPERSEDING REVISION:****VII. INSTALLATION OF SERVICES (CONTINUED)**

- 1.1.6. The Company undertakes to use reasonable care and diligence to provide a constant supply of water at a reasonable pressure to customers, but reserves the right, at any time, after due notice (unless an emergency occurs) to shut off the water in its mains for the purpose of making repairs or extensions, or for other purposes. The Company will, whenever possible, provide advance notice to those customers whose service will be discontinued. It is expressly agreed that the Company will not be liable for a deficiency or failure in the supply of water or the pressure thereof for any cause whatsoever, nor for any damage caused thereby, or by the bursting or breaking of any main or service pipe or any attachment to the Company's property. All applicants having boilers upon their premises depending upon the pressure in the Company's pipes to keep them supplied are cautioned against danger of collapse and all such damage shall be borne exclusively by the applicant.
- 1.1.7. 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.
- 1.1.8. In those cases where a customer-owned main or service is frozen the thawing shall be done at the expense of the customer. To avoid a recurrence of freezing, the Company may order an examination of the customer's service pipe or main, and if the same is not at a depth of four and one-half (4-1/2) feet as required, the Company reserves the right to require it to be so relocated before service is resumed.

**M. Accessibility of Equipment for Inspection and Examination of Company Apparatus**

1. Right to Inspect - In accordance with 16 NYCRR, Part 14.18, the Company has the right to inspect as follows:
  - 1.1. An agent of the Company may enter, at all reasonable times, any location supplied with service by the Company for inspection and examination of its equipment related to the provision of such service.
  - 1.2. An agent of the Company will not enter locked premises without the permission of a person lawfully in control of the premises, unless
    - 1.2.1. explicitly authorized by a court; or
    - 1.2.2. when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system.

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

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