

**PSC No. 5 - WATER****LEAF NO.: 11****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

**III. SERVICE – APPLICATION AND DENIAL**

See Section II, Definitions, beginning at Leaf No. 6 for the definition of terms used in this section.

**A. Initiation of Service - Residential**

1. The Company will provide service to any residential applicant who meets the requirements of paragraph 3 of this subsection as soon as reasonably possible, but no later than five business days after receipt of an accepted oral or written application for service; or such later time as may be specified by the applicant, except:
  - 1.1. where prevented by labor strikes or other work stoppages;
  - 1.2. where precluded by consideration of public safety;
  - 1.3. where precluded by physical impediments including:
    - 1.3.1. adverse weather conditions;
    - 1.3.2. inability to gain access to premises;
    - 1.3.3. incomplete construction of necessary facilities by the applicant or inspection and certification of such facilities by the appropriate authorities;
    - 1.3.4. incomplete construction of necessary facilities by the Company.
2. The Company will make reasonable efforts to eliminate or correct conditions over which it has control that prevent extensions of service and will attempt to complete construction of any necessary facilities with due diligence.
3. As a prerequisite to accepting a party as a residential customer and providing service, the Company may require the party to:
  - 3.1. make full payments or enter into a payment agreement (under Section VI, Subsection O), if applicable, for all amounts due and payable which are not either the subject of a pending billing dispute (under Section VI, Subsection G) or covered by an existing payment agreement, including:
    - 3.1.1. residential service provided and billed in accordance with Title 16 NYCRR 14.15 to prior accounts in the applicant's name or for which the applicant is legally responsible. Applications need not be accepted from customers with charges due on any water accounts with the Company. The Company must accept an application if the customer enters into a deferred payment agreement;
    - 3.1.2. other billed tariff fees, charges or penalties;
    - 3.1.3. a deposit, if required by the Company, as long as such deposit is in accordance with Title 16 NYCRR 14.11.
  - 3.2. fulfill any applicable requirements of Parts 501 and 502 of Title 16 NYCRR regarding main extensions and service pipes;
  - 3.3. comply with the Company's tariff, and any applicable state, city or local laws, ordinances or regulations.

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

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