

**PSC No. 5 - WATER****LEAF NO.: 19****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****REVISION: 2****INITIAL EFFECTIVE DATE: JANUARY 12, 2018****SUPERSEDING REVISION: 1**

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)****C. Dishonored Check Fee**

1. Any payment received and made by a check or any other negotiable instrument which is not honored by the bank on which it was drawn, will be returned to the customer and an \$8.50 handling charge will be levied against the customer's account. This fee is subject to the state and applicable local gross revenue taxes as set forth in the current tax statements with this tariff.

**D. Meter Reading**

1. The customer will provide a suitable place for the location of meters. The Company's authorized agents or employees shall, at all reasonable times, have access to its equipment on the customer's premises for the purpose of reading, inspecting, testing, repairing or removing its equipment.
2. The Company will attempt to obtain an actual meter reading for every metered account, on a regularly scheduled basis in accordance with its tariff. Effective June 1, 2017, all metered customers have been moved to a monthly reading cycle.
3. The quantity recorded by the meter will be considered the amount of water passing through the meter, which amount will be conclusive on both the customer and the Company, except when the meter has been found to be registering inaccurately, or has ceased to register. In all cases where a meter is found to be defective, it will be immediately replaced by a meter that has been tested and properly adjusted.
4. If unsuccessful in attempting to obtain an actual reading, the Company will provide notice to the customer.

**E. Estimated Bills**

1. When the Company is unable to obtain actual meter readings, it may render an estimated bill. The conditions of allowable estimated bills are stated in Title 16 NYCRR 14.12 (b) (i-viii). The estimated bill will be calculated in accordance with an established formula which takes into account the best available data for estimating the customer's usage. The Company may also render estimated bills for reasons stated in 16 NYCRR, Part 14.12.
2. In cases where it is found that a meter has ceased to register or has registered inaccurately and the percentage of accuracy cannot be determined by reasonable test, an estimated bill for the billing period immediately preceding the date when such meter was found defective and for the period from said date to the date of replacement of the meter may be rendered to a non-residential customer but the right to render an estimated bill is strictly limited to such periods and for all other periods the bill shall be the minimum rate provided in the applicable rate schedule. The estimated bill shall be based upon the amount of water consumed in the corresponding period in prior years, except where it

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