

**PSC No. 5 - WATER****COMPANY: NEW YORK AMERICAN WATER COMPANY, INC.****INITIAL EFFECTIVE DATE: MAY 29, 2016****LEAF NO.: 27****REVISION: 0****SUPERSEDING REVISION:****VI. BILLING, METER READING, NOTIFICATION AND TERMINATION FOR RESIDENTIAL AND NON-RESIDENTIAL GENERAL USE WATER (CONTINUED)**

- 6.2.1. it informs the customer that a referral will be made to the Department of Social Services;
- 6.2.2. the Company notifies the local Social Services office orally and in writing within five (5) business days; and
- 6.2.3. the Social Services office, after an investigation informs the Company that the reported condition is not likely to result in a serious impairment to health or safety, or than an alternative means for protecting the person's health or safety has been arranged.
- 6.3. When the Company terminates service to a customer, and the customer or a resident 18 years or older was not personally contacted by the Company before termination of service and the customer has not contacted the Company for the purpose of requesting reconnection before 12 Noon on the day following termination of service, the Company will, by onsite personal visit with the customer or other adult resident, immediately attempt to determine whether there is continuing occupancy and whether a serious impairment to health or safety may result. If the Company determines that a serious impairment may result, it will immediately restore service. If the Company is unable to make an onsite personal visit with the customer or an adult resident, and does not have reasonable grounds to believe that the customer has vacated the premises, the Company will immediately refer the name and address of the customer to the local Social Services official.
- 6.4. If after the discovery of tampered equipment, the Company decides to terminate service to a customer because of a potential health or safety problem, it will determine whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Company determines that a resident may suffer a serious impairment, it will follow the procedures set forth in paragraph 4.2 of this subsection provided, however, that continued service is not required if it is impractical for the Company to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Company terminates service to preclude the continuation of an unsafe condition, the Company will specially notify the local Social Services official on the same day service is terminated and request an immediate consideration of the case.

**K. Termination of Non-residential Service**

- 1. Water service may be discontinued by the Company for any one of the following reasons:
  - 1.1. For the use of water other than as represented in customer's application or through branch connections on the street side of the meter or place reserved therefore.
  - 1.2. For willful waste by use of water through improper and imperfect pipes, or by any other means.
  - 1.3. For tampering with any service pipe, seal, meter, or any other appliances owned by the Company.
  - 1.4. For non-payment of bills for water or services rendered by the Company in accordance with this tariff.
  - 1.5. For failure to conform to the cross connection regulations as described In the Company's tariff as required by the New York State Sanitary Code.
  - 1.6. For refusal of reasonable access to the property for the purposes of inspecting fixtures or piping or for reading, repairing, testing or removing meters and for refusal to grant access to premises

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