



NOTICE REGARDING MISUSE OF WATER AND SERVICE DISCONNECTION

Dear Customer,

This notice serves as a reminder of the terms and conditions outlined in the current [tariff](#) for Twin Lakes Water Company, Inc., as approved by the New York State Public Service Commission (PSC), effective June 1, 2021.

In accordance with the [tariff](#), all customers are expected to use water responsibly and in compliance with company policies. We want to emphasize that misuse of water—particularly during periods of hot/dry weather or increased system demand—may result in disconnection of service.

Examples of water misuse include, but are not limited to:

- Watering lawns using automatic sprinklers or irrigation systems
- Filling or topping off swimming pools or hot tubs
- Use of water for decorative fountains or other non-essential purposes

Only the use of a handheld hose with an automatic shutoff nozzle is permitted for outdoor watering.

As a regulated utility, Twin Lakes Water Company reserves the right under PSC guidelines to restrict usage during water scarcity and to disconnect service in the event of continued or willful noncompliance. We encourage all customers to conserve water and avoid nonessential usage, especially during the summer season when demand is highest.

Should you have any questions or concerns about this policy or your water service, please contact us through our website at www.TLWCI.com/contact.

We thank you for your cooperation in helping us protect the integrity of the water system and ensure reliable service for all customers.

Sincerely,

Twin Lakes Water Co., Inc.

