

PSC NO: 220 ELECTRICITY  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: JANUARY 15, 2014  
STAMPS: Issued in Compliance with Order of the PSC issued November 18, 2013 in Case 13-M-0061

LEAF: 45  
REVISION: 1  
SUPERSEDING REVISION: 0

## GENERAL INFORMATION

### 2. HOW SERVICE MAY BE OBTAINED: (continued)

2.2.13 The Company shall, at the time of application for service, provide applicants for non-residential service with a brochure containing a detailed summary of their rights and obligations, and a notice to include: descriptions of the commonly used non-residential service classifications and their rates, an offer of written guidelines regarding eligibility requirements for the Company's service classifications, notice that the Company's tariff is available for review in every Company business office and notice that some non-residential customers may be eligible for protections under Part 11, 16NYCRR.

2.2.14 The notice required at the time of application for non-residential service shall be provided with the service application to an applicant from whom a written application is required and by mail within 30 calendar days of the request for service to an applicant from whom a written application is not required.

2.2.15 The notice provided to non-residential applicants will be provided annually to non-residential customers or at anytime upon customer request.

### 2.3 Security Deposits

#### 2.3.1 Residential Customers

2.3.1.1 The Company may require a security deposit as a condition for receiving service from a residential customer (See Rule 1.4) receiving short term or temporary service or from a current residential customer who is delinquent in the payment of bills.

2.3.1.1.1 Termination of service to the customer for nonpayment during the previous six (6) months; or

2.3.1.1.1.1 The accumulation of two consecutive months of arrears without making a reasonable payment of one-half of the total arrears before the time that the late payment charge, if any, becomes applicable.

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#### GENERAL INFORMATION

#### 26. BILLING, METER READING, AND COLLECTIONS: (Continued)

26.4 Bills are due when rendered, in accordance with Rule 26.3.1. A customer is in default unless payment is made at or is mailed to a designated office or bill paying agency of the Company on or before the date specified on the bill. Payment under the Online Bill-Pay Program shall be considered paid on the date the customer submits payment online unless the payment is made on a weekend or holiday or after 3:00 p.m. in which case the payment will be considered paid on the next business day. The date specified on the bill shall be at least twenty (20) calendar days subsequent to the date the bill is rendered. If payment is not made on or before the date specified on the bill, a late payment charge at the rate of one and one-half percent (1 1/2%) per monthly billing period ~~will~~ may be applied to all amounts previously billed under this tariff, except for state agencies, including arrears and unpaid late payment charges applied to previous bills. Payment must be made without regard to any counterclaims relating to matters other than for service rendered and failure to receive a bill does not relieve responsibility for payments of amount due.

26.4.1 Service to state agencies will be rendered in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984, effective July 1, 1984).

26.4.2 The continuing late payment charge shall not be imposed on any bill that is the subject of a pending complaint before the Company or the Public Service Commission, provided, however, that a late payment charge may be imposed on the balance due where the final resolution of the complaint directs payment of the entire disputed amounts to the Company, and provided further that no such charges may be imposed for more than two months after the pendency of the complaint unless authorized by the Commission or its designees.

26.4.2.1 Late payment charges will be charged when the amount billed for non-residential service used that was previously unbilled because the service was being provided through tampered equipment and the utility can demonstrate either that the condition began since the customer initiated service or that the customer actually knew or reasonably should have known the original billing was incorrect.

26.4.2.2 In the case of residential service, the Company may not impose a continuing late payment charge on an unpaid balance that has been restructured under a deferred payment agreement, if the regularly scheduled bill (current charges plus agreed upon installment amount) is paid within twenty (20) days of when the bill is rendered. The Company may, however, impose a late payment charge on monies still owing more than twenty (20) days after the Company has rendered a bill for payment of both the agreed upon installment amount and any applicable current charges.

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## GENERAL INFORMATION

### 26. BILLING, METER READING, AND COLLECTIONS: (Continued)

26.14 In the event the Company is required to file a review of its outage preparation and restoration performance in accordance with 16 NYCRR Part 105 – Electric Utility Emergency Plans, the following customer policies relating to prolonged outages shall apply.

26.14.1 Outages where the restoration period exceeds three days from the start of the event, as determined in accordance with 16 NYCRR Part 105

26.14.1.1 For any event resulting from an emergency in which electric customers are out of service for a continuous period exceeding three days, the Company will credit affected customers for customer charges and basic service charges contained in SC1, SC1C, SC2ND, SC2D, SC3, SC3A, and SC7 of PSC 220 Electricity and SC 4 of PSC 214 Streetlighting incurred during the period of the outage.

26.14.1.2 Credits will be applied automatically for any customer the utility knows or reasonably believes was out of service for a period exceeding three days, and upon request from any customer that contacts the company and credibly claims they experienced an outage of such duration.

26.14.1.3 The credit will be calculated on a proportional basis (e.g., customers out of service for six days would receive a credit in the amount of 6/30ths of the customer charge or basic service charge for that service classification) and applied to customer bills no later than 75 days following the outage.

26.14.1.4 For residential customers who experienced an outage of at least three days, in duration, and for any residential or non-residential customer who notifies the Company and provides credible support that his/her financial circumstances have changed as a result of the underlying emergency event, all collection-related activities, including termination of service for non-payment and assessments of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, will be suspended for a minimum of 7 calendar days from the beginning of the outage.

26.14.2 Outages exceeding three days and requiring additional protections as determined by the Commission

26.14.2.1 For certain events, as determined by Order of the Commission, utilities will take the actions listed below, both for all residential customers located in the designated area, and for any residential or non-residential customer who notifies the utility and provides evidence that his/her financial circumstances have changed as a result of the event.

26.14.2.2 All collection-related activities including terminations of service for non-payment and assessment of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, will be suspended for at least 14 days.

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 SUPERSEDING REVISION: 10

## GENERAL INFORMATION

### 57. REVENUE DECOUPLING MECHANISM (“RDM”)

57.1 The Revenue Decoupling Mechanism reconciles actual billed delivery service revenues for the RDM reconciliation period to annual target revenues (“ATR”) for delivery service as approved in the Company’s most recent rate case for each Reconciliation Group subject to the RDM defined in Rule 57.1.1 and as adjusted by the delivery service revenue associated with exempt customers identified in Rule 57.1.2. RDM targets will be adjusted, as applicable, to exclude credits applied to customer accounts pursuant to Rule 26.14. The RDM reconciliation shall determine the difference between actual billed delivery service revenues and the ATR for any Reconciliation Group listed in Rule 57.1.1 in each annual RDM reconciliation period and forms the basis of the RDM adjustment for that Reconciliation Group.

57.1.1 Delivery service revenue shall be defined as charges associated with distribution and transmission rates (customer, demand, reactive, and energy charges) applicable to retail delivery service customers subject to this RDM. For the first month after a delivery service rate change, the “billed delivery service revenues” will be defined as the product of actual sales and rate year rates. The RDM reconciliation shall be performed for the following Reconciliation Groups:

1. SC-1, SC1-C
2. SC-2 Non Demand
3. SC-2 Demand
4. SC-3
5. SC-3A

\* Customers served under SC4, SC7, and SC12 customers whose contracts provide exclusively for an alternative billing methodology, will be included in the RDM of their parent service classification.

57.1.2 Exempt/excluded from the RDM are the following:

57.1.2.1 SC-12 customers whose contracts do not provide exclusively for an alternative billing methodology for a NYPA allocation; therefore the ATR and billed delivery service revenue shall be excluded from the RDM, subject to the provisions of this rule below;

57.1.2.2 ATR and billed delivery service revenue associated with the NYPA load of customers who receive NYPA power (Replacement, Expansion, High Load Factor, Economic Development, Power for Jobs, RNY Power, and Preservation Power), subject to the provisions of this rule below; and

57.1.2.3 Street Lighting (All Service Classifications); therefore this class’s ATR and billed revenue shall be excluded from the RDM, subject to the provisions of this rule below.

57.1.2.4 Empire Zone Rider (“EZR”) and Excelsior Jobs Program (“EJP”) customers shall not be subject to an RDM charge or credit on the EZR/EJP portion of their loads.

Customers identified in Rule 57.1.2.1 who also receive NYPA Expansion and Replacement power under Rule 57.1.2.2 have the option to participate in the RDM for delivery service revenue associated with their non-NYPA load to the extent they are also subject to the System Benefits Charge (“SBC”) under Rule 41 or opt to become subject to the SBC.