

A. Definitions Applicable to this Schedule: (Cont'd.)

(commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under the company's standard estimation program is presumed to be a backbill.

- (p) Tampered equipment: Any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of the Company's service, or to unauthorized connection occurring after the Company has physically disconnected service.
- (q) Company deficiency: means any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, the Company's tariff, or the Company's written business procedures.

B. How Service May Be Obtained:

1. Application for Service - Residential:

A residential service application may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require a new applicant to complete a written application, if

- (a) there are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice or termination; or
- (b) there is evidence of meter tampering or theft of service; or
- (c) the meter has advanced and there is no customer of record; or
- (d) the application is made by a third party on behalf of the person(s) who would receive service.

Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for