

PSC NO: 220 ELECTRICITY
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: APRIL 27, 2009

LEAF: 55
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

3. LIMITATION OF THE SERVICE OFFER: (continued)

3.1.1.1.4 The applicant is a recipient of or an applicant for public assistance, supplemental security income benefits or additional State payments pursuant to the Social Services Law, and the Company receives from an official of the Social Services District in which the applicant resides, or is notified by such an official that the Company is entitled to receive payment for services due on a prior account in the applicant's name together with a guarantee of future payments to the extent authorized by the Social Services Law; or

3.1.1.1.5 The Commission or its authorized designee directs the Company to provide service; or

3.1.1.1.6 The applicant agrees to make payments under a deferred payment agreement of any amounts due for service to a prior account in his or her name. In negotiating the deferred payment agreement with the Company, the applicant may be required to make a reasonable down payment based on his or her financial circumstances, not to exceed one-half of the amount in arrears or three months of average billing, whichever is less. The payments required under the deferred payment agreement would be in reasonable amounts based on the applicant's financial circumstances, on a weekly or monthly payment basis. After receiving service, the customer can renegotiate the payment agreement with the Company if the customer can demonstrate that his or her financial circumstances have changes because of conditions beyond the customer's control.

3.1.1.2 When the Company denies service to a residential applicant, the Company shall send a written notice to the applicant which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advises the applicant of his right to an investigation and review of the denial by the Commission or its authorized designees if the applicant considers the denial to be without justification. The Company shall send the written notice to the applicant within three (3) business days of receipt of the application for service. When the written notice is sent by mail, the Company shall make a reasonable effort to provide immediate oral notice to the applicant.