

PSC NO: 4 - Steam
Consolidated Edison Company of New York, Inc.
Initial Effective Date: 01/01/2009

Leaf: 10
Revision: 0
Superseding Revision:

GENERAL INFORMATION - Continued

3. General Rules, Regulations, Terms and Conditions under Which Steam Service Will Be Supplied, Applicable to and Made a Part of All Agreements for Steam Service - Continued

3.1 How to Obtain Service – Continued

3.1.1 Applications – Continued

3.1.1.1 - Continued

Effective February 10, 1981, any new Customer requesting apartment house service will not be eligible for service under any other Service Classification.

3.1.1.2 Denial of Application

- a. The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application.
- b. The written notice of denial shall:
 - i. state the reason(s) for the denial;
 - ii. specify what the applicant must do to qualify for service; and
 - iii. advise the applicant of the right to an investigation and review of the denial by the Public Service Commission or its authorized designee if the applicant considers the denial to be without justification, and identify the appropriate address and telephone number of the Commission.
- c. The Company shall advise any applicant who submits an incomplete application, in writing and within three business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.