

PSC NO: 219 GAS  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: 08/01/03

LEAF: 20  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

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

- 2.2.11 The Company shall make reasonable efforts to eliminate conditions preventing extensions of service and shall pursue completion of any facilities it must construct with due diligence.
- 2.2.12 The Company shall provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in Rule 2.2.2.4, as soon as reasonably possible, but no later than 3 business days, or such later time as may be specified by the applicant, after payment is made, or 10 calendar days after receipt of the original application, whichever is later, except as provided in Rule 2.2.10.
- 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 protection under Part 11, 16 NYCRR.
- 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 any time upon customer request.
- 2.3 Prior to the attachment of the applicant to the Company facilities, the following will be required:
  - 2.3.1 An application for gas service, Form A, signed by the applicant and the owner of the building to be served, and
  - 2.3.2 For space heating service, applicants shall conform to the minimum insulation standards pursuant to Rule 4.10, and
  - 2.3.3 The prepayment of service lateral costs as required by Rule 11, and
  - 2.3.4 An application for gas main extension, Form B, signed by the applicant when service is to be taken from a gas main extension requiring a surcharge pursuant to Rule 10.
- 2.4 Security Deposits:
  - 2.4.1 Residential Customers:

Issued By: William F. Edwards, President, Syracuse, New York