

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

LEAF: 86
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

15. BILLING AND COLLECTION: (continued)

15.10.2.2 If the Company has reason to believe that the customer or applicant may not be eligible for a Deferred Payment Agreement, it must submit a denial form, clearly stating its reasons, to the Commission for a determination of eligibility. A copy of the denial form must be provided to the customer or applicant. While the Company is waiting for the Commission determination, the Company must postpone any termination of service activity, restore service or provide service, as applicable, as long as the customer or applicant pays current bills, and a down payment and monthly installments consistent with the terms of the Standard Agreement, described in Rule 15.10.5.2 of this Tariff.

15.10.3 Written Offer of a Deferred Payment Agreement:

15.10.3.1 A specific written offer will be made to eligible customers not less than seven calendar days (ten if mailed) before the earliest date that service may be terminated. A written offer is also required where payment of outstanding charges is a requirement for reconnection of service or acceptance of an application for service, and when a customer has broken an agreement that was for a shorter period of time than the Standard Agreement.

15.10.4 Negotiating Agreements:

15.10.4.1 Before making a written offer, the Company will make a reasonable effort to contact eligible customers or applicants in order to negotiate agreement terms that are fair and equitable considering the customer's financial circumstances. The Company may, at its discretion, require the customer or applicant to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information. If the Company requires this type of information from the customer or applicant, it is the Company's responsibility to treat all such information confidentially.

15.10.4.2 To allow enough time to properly negotiate an agreement with the customer or applicant, the Company may postpone a scheduled service shut-off for up to ten (10) days.

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

Cancelled by 1 Rev. Leaf No. 86 Effective 03/01/2024