

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

LEAF: 89  
REVISION: 0  
SUPERSEDING REVISION:

### GENERAL INFORMATION

**16. SPECIAL SERVICES PERFORMED BY COMPANY FOR CUSTOMER AT A CHARGE:  
(continued)**

- 16.3.1 The Company's provision of services under this Rule 16.3 shall not impose a cost on its ratepayers or adversely impact the Company's provision of safe and adequate service.
  - 16.3.2 The Company shall provides services under this Rule 16.3 on a first-come, first-serve basis on non-discriminatory terms and conditions, resulting in similarly situated customers being charged the same rates.
  - 16.3.3 The Company shall make customers aware if there are other entities that may be able to provide the service requested.
  - 16.3.4 The Company will not provide or offer to provide services under this Rule 16.3 that are ordinarily provided by Marketers such as energy audits, energy efficiency equipment, etc. without prior P.S.C. approval.
  - 16.3.5 The Company will not hire any additional employees or purchase additional equipment in order to provide services under this Rule 16.3.
  - 16.3.6 The Company shall maintain records relative to all such services under this Rule 16.3 including scope of work, costs incurred, and revenues received, and shall put appropriate policies and procedures in place to ensure these restrictions are followed.
- 16.4 Customer Requested Demand Pulses:
- 16.4.1 A customer may request the Company to provide demand pulse capability, including the necessary equipment associated to provide such capability.
    - 16.4.1.1 Customers requesting demand pulses are responsible for installing a separate telephone line to interface with any customer-owned data collection system. The customer is also responsible for the maintenance and billing related to any required telephone lines needed for the customer to collect data.
    - 16.4.1.2 The Company will identify and provide an interface box location which will be the point of demarcation between the Company and the customer. The customer will provide telephone service to this location.
    - 16.4.1.3 In cases where the customer is unable to read the meter through a customer-provided telephone line, and the Company has determined that the problem is not caused by the Company's meter or equipment, the customer will be responsible to resolve the communications problem with its telephone provider and will be charged \$115 for the site visit. The first occurrence per customer of the \$115 charge will be waived.

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