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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 12/03/01 SUPERSEDING REVISION: 0
STAMPS:
Effective date postponed to 04/29/02. See Supplement No. 42, 39
RECEIVED: 09/20/01 STATUS: Effective EFFECTIVE: 04/29/02

GENERAL INFORMATION

15. BILLING AND COLLECTION: (continued)

- 15.6 The following notices will be sent to all non-residential customers. For customers electing the Online Bill-Pay program, notice 15.6.1 will be made available as a link on the electronic bill or via links to the Company's website:

15.6.1 A brochure containing a detailed summary of their rights and obligations, and a notice to include: description of the commonly used non-residential service classifications and their rates, 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, shall be provided annually to every non-residential customer of the Company.

15.6.2 An accounting for the deposit held on an account showing the interest earned during the current year and either the date the deposit was obtained or the length of time that the deposit has been held shall be provided annually to every non-residential customer having a deposit with the Company.

15.6.3 A notice advising the customer of any change made in the customer's service classification and the reason for the change shall be provided to the customer at the time of the change.

15.6.4 A notice advising a customer whether the Company records show that the customer, or some other party, has control over access to the meter, that the customer has an obligation to tell the Company who controls access, and that if the Company records that show the customer has access are not corrected, the customer may be subject to further notices and penalties due to the Company's failure to obtain access, shall be provided to every customer at the time a second consecutive estimated bill is rendered.

15.7 Contents of Bill - Non-Residential Customers

15.7.1 Generally

15.7.1.1 Only service(s) performed, materials furnished or other charges made by the Company, in accordance with the filed tariff, will be included and shall be itemized on the customer bill form.

15.7.1.2 The Company may provide pertinent messages and information on the bill, provided such information does not interfere with the presentation of the information required by this section.

Issued By: Darlene D. Kerr, Executive Vice President, Syracuse, New York