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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS: Issued in Compliance with Order of PSC in C. 99-M-0631 dated 09/01/00.
CANCELLED by Supplement 31 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 29
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

SERVICE CLASSIFICATION NO. 11
LOAD AGGREGATION (continued)

Alternative Billing Arrangements (continued)

Performance Standards

- (10) The parties may mutually agree to different, other or additional performance standards.
- (11) The billing entity shall provide written procedures for billing including necessary controls that are in place to ensure billing accuracy and proper distribution of Company messages and bill inserts which will be incorporated by reference into the Billing Service Agreement.
- (12) The non-billing entity may, but is not required to, undertake generally accepted quality control and audit checks on the billing entity;
- (13) A Marketer rendering the single bill shall;
 - (i) Have a fully operational call center.
- (14) The billing entity cannot use any customer account receivables as collateral unless they obtain sole right to all receivables through the purchase of the receivables from the non-billing entity. There can be no lien on the receivable of the billing entity unless they have purchased the receivable of the non-billing entity. If the billing entity intends to use its receivables as a financing tool, the non-billing entity has the right to review the terms of any such agreement to ensure that any funds due the non-billing entity are unencumbered.

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