

..DID: 2765

..TXT: PSC NO: 1 ELECTRICITY LEAF: 65

COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0

INITIAL EFFECTIVE DATE: 05/01/98 SUPERSEDING REVISION:

STAMPS:

Cancelled by 1 Rev. Leaf No. 65 Effective 12/01/1998

RECEIVED: 03/27/98 STATUS: Cancelled EFFECTIVE: 05/01/98

GENERAL INFORMATION (CONT'D)

XIV. RECONNECTION/COMPLAINTS - RESIDENTIAL CUSTOMERS

A. Reconnection of Service:

1. The provisions in this section are intended to reflect the requirements of 16 NYCRR § 11.9.
2. The Utility shall reconnect terminated residential service within 24 hours, unless prevented by circumstances beyond the Utility's control or unless the customer requests otherwise, in the following situations:
 - a. The Utility receives the full amount of arrears for which service was terminated; or
 - b. The Utility and the customer reach agreement on a deferred payment plan and the payment of a downpayment, if required, under that plan; or
 - c. Upon the direction of the Commission or its designee; or
 - d. Upon the receipt by the Utility of a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or
 - e. Where the Utility has notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of reconnection.

Issued by: New York Municipal Power Agency