

..DID: 2766

..TXT: PSC NO: 1 ELECTRICITY

LEAF: 66

COMPANY: NEW YORK MUNICIPAL POWER AGENCY

REVISION: 0

INITIAL EFFECTIVE DATE: 05/01/98

SUPERSEDING REVISION:

STAMPS:

Cancelled by 1 Rev. Leaf No. 66 Effective 12/01/1998

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

GENERAL INFORMATION (CONT'D)

3. The Utility shall reconnect service, unless prevented by circumstances beyond its control, to any disconnected residential customer not more than 24 hours after the above conditions of Section (A)(2) of this Rule have been satisfied. Whenever circumstances beyond the Utility's control prevent reconnecting of service within 24 hours, service shall be reconnected within 24 hours after those circumstances cease to exist.

4. Where any Utility is required under these rules to reconnect service within 24 hours and fails or neglects to do so without good cause as determined by the Commission or its designee, the Utility will be penalized according to 16 NYCRR §11.9(c).

B. Complaint Procedures:

1. Any complaint filed with the Utility regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR §11.20 and Part 143.

2. The Utility will not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

3. Copies of the Utility's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Utility offices where application for service may be made.

Issued by: New York Municipal Power Agency