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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0

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GENERAL INFORMATION (CONT'D)

b. when the charge that the customer has failed to pay is the installment amount due in accordance with a deferred payment agreement; or

c. when the Utility has accepted a written waiver of the customer's right not to be sent a termination notice in accordance with the provisions of Rule (IV)(B)(4)(b).

4. A final notice of termination shall not be sent while a complaint is pending before the Utility or the Commission for non-payment of the disputed charges or for any other reason that is the subject of the complaint as provided in 16 NYCRR §12.3. Nothing in this rule bars the Utility from sending such notice for non-payment of undisputed charges or for reasons not at issue in the complaint.

C. When Discontinuance is Not Permitted

1. The Utility shall not terminate service for the reasons set forth in Rule (XV)(A)(2):

a. for five calendar days after a final notice of termination has been personally served upon the customer; or

b. for eight calendar days after a final notice of termination has been mailed to the customer at the location where service is rendered or to any alternative address for mailing purposes previously provided to the Utility.

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