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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0

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STAMPS:

Cancelled by 1 Rev. Leaf No. 64 Effective 12/01/1998

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GENERAL INFORMATION (CONT'D)

N. Emergency Discontinuance

In accordance with 16 NYCRR § 11.18, the Utility may disconnect service when an emergency may threaten the health or safety of a person, a surrounding area or the Utility's distribution system. The Utility shall act promptly to assure restoration of service as soon as feasible. Service will be restored before it may be terminated for any other reason.

O. Termination of Residential Service - Special Procedures:

Special emergency procedures, required by 16 NYCRR §11.5, provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind, or disabled, and terminations during cold weather.

Copies of the Utility's special procedures are on file with the Public Service Commission and are available to the public upon request at the Utility offices where application for service may be made.

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