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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0
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STAMPS:
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GENERAL INFORMATION (CONT'D)

B. Inability to Reconnect:

Whenever circumstances beyond the Utility's control prevent reconnection of service within 24 hours of any of the events specified in paragraphs (A)(2-6) of this rule, service shall be reconnected within 24 hours after those circumstances cease to exist.

C. Complaint Handling Procedures:

1. Complaints to the Utility:

- a. Complaints to the Utility shall be promptly acknowledged, fairly investigated in a reasonable period of time, and the results of such investigation promptly reported to the complainant in plain language.
- b. The Utility shall refrain from sending a final notice of termination or from terminating service after the filing of a complaint with the Utility as set forth in Rule (XV)(B)(1) and (C)(7).
- c. If the report of the investigation is made orally, the Utility shall provide the customer with the report in writing upon request.
- d. At the time the Utility communicates its final response to a customer's complaint, it shall, if the complaint resolution is wholly or partially in the Utility's favor, inform the customer of the Commission's complaint handling procedures, including the Commission address and telephone number.

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