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..TXT: PSC NO: 218 GAS LEAF: 38
COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 09/12/97 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 07/03/97 STATUS: Effective EFFECTIVE: 09/12/97
GENERAL INFORMATION

4. LIMITATION OF SERVICE OFFER: (continued)

4.1.1.1.6 The applicant agrees to make payments under a deferred payment agreement of any amounts due for service to a prior account in his or her name. In

negotiating the deferred payment agreement with the Company, the applicant may be required to make a reasonable down payment based on his or her financial circumstances, not to exceed one-half of the amount in arrears or three months of average billing, whichever is less. The payments required under the deferred payment agreement would be in reasonable amounts based on the applicant's financial circumstances, on a weekly or monthly payment basis. After receiving service, the customer can renegotiate the payment agreement with the Company if the customer can demonstrate that his or her financial circumstances have changed because of conditions beyond the customer's control.

4.1.1.2 When the Company denies service to a residential applicant, the Company shall send a written notice to the applicant which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advises the applicant of his right to an investigation and review of the denial by the Commission or its authorized designees if the

applicant considers the denial to be without justification. The Company shall send the written notice to the applicant within three (3) business days of receipt of the application for service. When the written notice is sent by mail, the Company shall make a reasonable effort to provide immediate oral notice to the applicant.

4.1.2 Non-Residential Applicants

4.1.2.1 The Company reserves the right to deny or refuse to supply gas service to a non-residential applicant who has failed to comply with any lawful prerequisite to becoming a customer of the Company. Such prerequisites are detailed in Rule 2.2.

4.1.2.2 The Company shall deny service only by written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application for service.

Issued By: Albert J. Budney, Jr., President, Syracuse, New York