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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
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STAMPS:
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GENERAL INFORMATION

2. HOW SERVICE MAY BE OBTAINED: (continued)

2.4.1.1.1.2 For a customer billed on a bimonthly basis, the nonpayment of a reasonable amount of one-half of the total arrears of the bimonthly bill within fifty (50) days after the bill is rendered.

2.4.1.2 Exceptions to Rule 2.4.1.1

2.4.1.2.1 The Company shall not require a security deposit for any customer it knows to be a recipient of public assistance, supplemental security income, or additional State payments.

2.4.1.2.2 The Company shall not demand or hold a security deposit from any new or current residential customer it knows is 62 years of age or older unless such customer has had service terminated for nonpayment of bills within the preceding six (6) months.

2.4.1.3 The Company shall require a security deposit as a condition of receiving service upon application of seasonal or short-term service. A seasonal customer is defined as an applicant who applied for and receives gas service periodically each year, intermittently during the year, or at other irregular intervals. A short-term customer is an applicant who requires service for a specified period of time not to exceed one (1) year.

2.4.1.4 The amount of the security deposit requested by the Company shall be a reasonable amount not to exceed two (2) times the average monthly bill for a calendar year, except in the case of gas space heating customers, where security deposits shall be a reasonable amount not to exceed two (2) times the estimated average monthly bill for the heating season. The heating season is defined as bills rendered during the period November through April inclusive.

2.4.1.5 The Company shall notify a customer of its requirement for the payment of a security deposit within two (2) months after the failure to pay the bills rendered. The notification shall be a written notice providing the customer at least twenty (20) days advance notice before the security deposit is due.

2.4.1.6 The Company will permit a customer to pay the security deposit in installments over a period not to exceed twelve (12) months.

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