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..TXT: PSC NO: 218 GAS LEAF: 51
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

9. DISCONTINUANCE AND COMPLAINT PROCEDURES AND THE WITHHOLDING OF SERVICE:
(continued)

9.4 If any pipe or other contrivance is connected upon customer's premises with any pipe used for supplying gas to customer in such a manner that customer takes gas under such circumstances that a meter provided by Company for the purpose does not register the quantity consumed or if any meter or other instrument installed upon customer's premises for measuring the quantity of gas consumed is wrongfully obstructed, altered, injured or prevented from functioning, or if any fraud upon Company shall be practiced upon customer's premises, Company may, at any time, without notice, discontinue the supply of gas to the residential customer and remove its meter or meters, apparatus and pipes provided the Company has complied with all applicable provisions of 16 NYCRR, Parts 11, 12 and 13. In the case of non-residential customers, prior to discontinuing service, the Company must:

9.4.1 Have evidence that the customer opened the account and used the service prior to the creation of the condition or that the customer knew, or reasonably should have known, that service was not being fully billed.

9.4.2 Have rendered a written unmetered service bill.

9.4.3 Have made reasonable efforts to provide to a person in charge of the premises both the written unmetered service bill and oral notice of the conditions, if any, under which the Company will continue service, which may include the payment by cash, certified check, or money order within two hours, of some portion of the bill up to, but not exceeding, 50 percent.

9.4.4 Have not received the required payment.

9.5 When the supply of gas has been discontinued for any of the reasons set forth in this Rule 9, the company is obligated to reconnect terminated service within 24 hours, unless prevented by circumstances beyond the Company's control or unless a customer requests otherwise, in the following situations:

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