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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)

9.1.4 Copies of the Company's discontinuance of service and complaint handling procedures along with the provisions contained in Parts 11, 12 and 13, 16 NYCRR, are available for inspection at Company offices where applications for service may be made in person.

9.2 Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by Public Service Commission rules contained in Part 275 - Notice of Discontinuance and Complaint Procedures, of Subchapter D - Rates and Charges of Chapter III of Title 16 of the New York Code of Rules and Regulations, Sections 275.8 and 275.9.

9.2.1 Company may discontinue service to a customer who has disputed a bill or deposit when Company has complied with said Commission rules.

9.2.2 Copies of Company's Notice of Discontinuance and Complaint Handling Procedures and form of notice are on file with the Commission and are available to the public upon request at company offices where applications for service are received.

9.3 In addition to the provisions of the Service Classifications as to the term of their respective agreements for service, the Company reserves the right to withhold service or to discontinue service or terminate any agreement therefore, in such manner as may be permitted by law under the circumstances, if the customer at any time refuses or fails to make application and agreement for service as provided by this rate schedule or defaults in the payment of a bill rendered for service, or if the customer refuses or fails to comply with any applicable provision, rule, regulation, term or condition of this rate schedule, or with any applicable law or order of the Public Service Commission or other authorities having jurisdiction, or if the customer's installation or parts thereof is deemed by the Company to be unsafe, inadequate or unsuitable for receiving the Company's service, or to interfere with or impair the continuity or quality of the Company's service to the customer or to others, or if changes at customer's premises cause Company's facilities to become unsafe, inadequate or unsuitable.

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