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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
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GENERAL INFORMATION

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

9.5.1 Receipt by Company of the full amount of arrears and/or a security deposit for which service was terminated, and, in the case of non-residential customers, any other tariff charges billed after the issuance of the termination notice which are in arrears at the time reconnection is requested.

9.5.2 Agreement by the Company and the customer on a deferred payment plan and the payment of a downpayment, if required, under that plan.

9.5.3 Company shall reconnect service that has been terminated within 24 hours after the direction of the Commission or its designee. In the case of non-residential service, such direction may occur only where the termination was in error, or the customer has filed a complaint with the Commission and has either paid in full the undisputed amount or has entered into a deferred payment agreement and has paid the required downpayment.

9.5.4 Upon receipt by the Company of a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the residential customer resides.

9.5.5 Where the Company has notice that serious impairment to health or safety is likely to result if residential service is not reconnected.

9.5.6 The Company shall reconnect service that has been terminated solely for failure to provide access within 24 hours of the non-residential customer's request for reconnection, provided the customer has allowed access and has made a reasonable arrangement for future access.

9.5.7 The Company shall reconnect non-residential service that has been terminated solely for a violation of the tariff within 24 hours of a customer's request for reconnection and, at the option of the Company, either receipt by the Company of adequate notice and documentation, or a field verification by the Company, that the violation has been corrected; provided, however, that the field verification, if required, shall be arranged within two business days of the customer's request or such later time as may be specified by the customer.

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