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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
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GENERAL INFORMATION

15. BILLING AND COLLECTIONS: (continued)

15.9.3 Limitations on Backbilling Period

15.9.3.1 When the failure to bill at an earlier time was due to utility deficiency, the Company shall not bill a customer for service rendered more than 12 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

15.9.3.2 The Company shall not bill a customer for service rendered more than 24 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

15.10 Deferred Payment Agreements for Residential Customers

15.10.1 Company Obligations:

Generally the Company will offer any eligible residential customer or applicant a Deferred Payment Agreement with specific terms as required by 11.10 of 16 NYCRR which sets forth in detail the procedures summarized here. The agreement offer will be made in duplicate on the form set forth beginning on Leaf No. 237 of this tariff.

15.10.2 Eligibility:

All residential customers and applicants are eligible for an agreement, unless; the customer has broken an existing payment agreement which required payment over a period at least as long as the Standard Agreement described in Rule 15.10.5.2, or, the Public Service Commission determines that the customer or applicant is ineligible because he or she has the resources to pay the bill.

If the Company has reason to believe that the customer or applicant may not be eligible for a Deferred Payment Agreement, it must submit a denial form, clearly stating its reasons, to the Commission for a determination

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