

PSC NO: 4 - Steam
Consolidated Edison Company of New York, Inc.
Initial Effective Date: 12/23/2022

Leaf: 38
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION - Continued

3. General Rules, Regulations, Terms and Conditions under Which Steam Service Will Be Supplied, Applicable to and Made a Part of All Agreements for Steam Service - Continued

3.8 Reconnection of Service

a. Service Terminated for Other Than Emergency Reasons

The Company shall reconnect service within 24 hours after either the Customer has satisfied or corrected all conditions for termination and reconnection, upon the lawful direction of the Commission or its designee or, in the case of a residential Customer, the Company has notice that a serious impairment to health of the Customer is likely to result if service is not reconnected. However, if circumstances beyond the Company's control prevent reconnection within the specified 24-hour period, service shall be reconnected within the 24 hours after those circumstances cease to exist.

b. Service Terminated in Emergency

The Company shall act promptly to restore service as soon as possible after a termination of service for emergency reasons. However, as to non-residential Customers, service need not be restored if, at the time restoration is to occur, the Company has the right to terminate service for other than emergency reasons.

c. Payment Prior to Reconnection of Service

Prior to reconnection of service terminated solely for non-payment of bills, for any tariff charge, or for failure to pay a security deposit, the Company may require a non-residential Customer to pay any bill, tariff charge and security deposit due. The Company shall offer the Customer a deferred payment agreement in circumstances where such an agreement is required under the rules of the Public Service Commission.

- d. Where the Company fails to reconnect service to a residential Customer within 24 hours or neglects to do so without good cause, the Company shall pay a penalty of up to \$50.00 per day to the Customer in accordance with the Public Service Commission's regulations.

3.9 Collection Agency Fee

The fee imposed by a collection agency to collect bills on a closed Customer account will be due from the Customer. The collection agency fee is not applicable to a residential Customer account.

3.10 Charge for Replacing a Damaged Meter and/or Associated Equipment

A Customer will be charged if the meter and/or associated equipment was damaged because the Customer did not exercise reasonable care or if the meter and/or associated equipment was damaged due to tampering. The charge will be the cost of the meter and/or associated equipment, plus the cost to install the meter and/or associated equipment.