

PSC NO: 219 GAS  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: 04/01/18

LEAF: 100  
REVISION: 7  
SUPERSEDING REVISION: 5

STAMPS: Issued in compliance with order in Case No. 17-G-0239 dated March 15, 2018.

### GENERAL INFORMATION

**19. TAX FACTORS APPLICABLE IN MUNICIPALITY WHERE SERVICE IS SUPPLIED:  
(continued)**

19.1.3.2 Such statement will be available to the public on the Company's website at [www.nationalgridus.com](http://www.nationalgridus.com).

**20.SERVICE RE-ESTABLISHMENT CHARGE:**

- 20.1 When the Company re-establishes gas service to the same customer at the same meter location where the service was disconnected for non-payment of bills, a service re-establishment charge will be made in addition to all other charges under this schedule. The following charges will be assessed for each service that was discontinued at the meter or at the outside service valve:
- 20.1.1 When the customer specifies service to be re-established during normal business hours, a service re-establishment charge will be assessed regardless of the time the service is actually re-established. The charge applicable to all customers is \$50.00.
- 20.1.2 When the customer specifies service to be re-established during other than normal business hours, a service re-establishment charge will be assessed. The charge applicable to all customers is \$64.00.
- 20.1.3 When the customer also receives electric service at the same location from the Company and the electric service is being re-established at the electric meter, the larger of the two electric and gas charges will be the applicable charge to cover the electric and gas re-establishment if both services are re-established at the same time.
- 20.1.4 After agreement with the customer on the date, time and charge for service re-establishment, the Company will endeavor to re-establish service as soon as possible.
- 20.1.5 For purposes of this Rule, normal business hours are considered to be from 8:00 a.m. to 4:00 p.m., local time, Monday through Friday, excluding holidays.
- 20.1.6 The company will apply a one-time credit of \$50.00 to a customer that receives HEAP and has had its service disconnected for non-payment whose service is re-established.

**21. PAYMENT OF INTEREST ON CUSTOMER OVERCHARGES:**

- 21.1 The Company shall pay interest on customer overpayments when the overpayment was caused by Company error. The Company is not required to pay interest on overpayments if the Company remits a refund to the customer within thirty (30) days after the date the customer's overpayment is received by the Company.
- 21.1.1 A customer overpayment is defined as payment by the customer to the utility in excess of the correct charge for gas service supplied to the customer which was caused by erroneous billing by the Company.