

PSC NO: 219 GAS  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: 05/01/19

LEAF: 48  
REVISION: 4  
SUPERSEDING REVISION: 2

## GENERAL INFORMATION

### 4. LIMITATION OF SERVICE OFFER: (continued)

4.10.3.4.2.2 Ninety days after notice, in the event the owner has not contributed to the deficiencies. No surcharge shall be applied if the owner brings the building into compliance within ninety days.

4.10.3.4.3 In the event the owner is not billed for the Company's services, no surcharges will be applied to the bills of the non-owner occupants of the dwelling. After notification to the owner that the building is not in compliance, a surcharge will be billed to the owner. The surcharge will be 25 percent of the Company's total gas bills for the building that is not in compliance. In the event that circumstances prevent collecting the surcharge amount from the owner of the non-complying building, the Company may refuse future connections for service to new tenants in the dwelling until it is brought into compliance. If the owner is an occupant of the dwelling but is not billed for any services, the surcharge will be imposed on the bill for services to the unit occupied by the owner.

#### 4.11 Customer Consent to Contact

4.11.1 By accepting gas service from the Company pursuant to the terms of this tariff, Customer hereby expressly consents to receive autodialed and prerecorded/artificial calls, including texts, closely related to the utility service, which shall be limited to calls that warn about planned or unplanned service outages; provide updates about service outages or service restoration; ask for confirmation of service restoration or information about lack of service; provide notification of meter work, or other field work that affects your utility service; notifies customers they may be eligible for subsidized or lower-cost services due to certain qualifiers such as, e.g., age, low income or disability; and calls relating to handling, servicing, and billing for Customer's account. Calls may include contact from companies working on the Company's behalf to service Customer's account. Message and Data rates may apply. Customer may stop these types of messages by replying STOP in response to a text message, or by contacting the Company to request removal of their phone number using the following:

Call Customer Service (1-800-642-4272)  
via email to [optout@nationalgrid.com](mailto:optout@nationalgrid.com)  
via regular mail to the following address: National Grid, Attn: Customer Care, 300 Erie Boulevard West, Syracuse, NY 13202

Issued By: John Bruckner, President, Syracuse, New York