

PSC NO: 220 ELECTRICITY  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: JANUARY 15, 2014  
STAMPS: Issued in Compliance with Order of the PSC issued November 18, 2013 in Case 13-M-0061

LEAF: 145.1  
REVISION: 0  
SUPERSEDING REVISION:

#### GENERAL INFORMATION

#### 26. BILLING, METER READING, AND COLLECTIONS: (Continued)

26.14 In the event the Company is required to file a review of its outage preparation and restoration performance in accordance with 16 NYCRR Part 105 – Electric Utility Emergency Plans, the following customer policies relating to prolonged outages shall apply.

26.14.1 Outages where the restoration period exceeds three days from the start of the event, as determined in accordance with 16 NYCRR Part 105

26.14.1.1 For any event resulting from an emergency in which electric customers are out of service for a continuous period exceeding three days, the Company will credit affected customers for customer charges and basic service charges contained in SC1, SC1C, SC2ND, SC2D, SC3, SC3A, and SC7 of PSC 220 Electricity and SC 4 of PSC 214 Streetlighting incurred during the period of the outage.

26.14.1.2 Credits will be applied automatically for any customer the utility knows or reasonably believes was out of service for a period exceeding three days, and upon request from any customer that contacts the company and credibly claims they experienced an outage of such duration.

26.14.1.3 The credit will be calculated on a proportional basis (*e.g.*, customers out of service for six days would receive a credit in the amount of 6/30ths of the customer charge or basic service charge for that service classification) and applied to customer bills no later than 75 days following the outage.

26.14.1.4 For residential customers who experienced an outage of at least three days, in duration, and for any residential or non-residential customer who notifies the Company and provides credible support that his/her financial circumstances have changed as a result of the underlying emergency event, all collection-related activities, including termination of service for non-payment and assessments of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, will be suspended for a minimum of 7 calendar days from the beginning of the outage.

26.14.2 Outages exceeding three days and requiring additional protections as determined by the Commission

26.14.2.1 For certain events, as determined by Order of the Commission, utilities will take the actions listed below, both for all residential customers located in the designated area, and for any residential or non-residential customer who notifies the utility and provides evidence that his/her financial circumstances have changed as a result of the event.

26.14.2.2 All collection-related activities including terminations of service for non-payment and assessment of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, will be suspended for at least 14 days.