

PSC NO: 10 – Electricity
Consolidated Edison Company of New York, Inc.
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Issued in compliance with order in Case 13-M-0061 dated 11/18/2013

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GENERAL RULES

12. Payments – Continued

12.5 Consumer Policies Related to Prolonged Outages

The following sets forth the policies established by the Commission's Order issued November 18, 2013, in Case 13-M-0061 regarding Prolonged Outages. A "Prolonged Outage" is defined hereunder as an outage resulting from an emergency in which electricity Customers are out of service for a continuous period exceeding three days and in which the 16 NYCRR Part 105 regulations governing utility outage preparation and system restoration performance reviews apply.

12.5.1 Credits to be applied to Customer Accounts under this Schedule and the PASNY Rate Schedule

- a. In the event of a Prolonged Outage, the Company will automatically apply a credit to the account of any Customer that the Company knows or reasonably believes was out of service for a period exceeding three days, and upon request, to the account of any Customer that contacts the Company and credibly claims to have experienced an outage of such duration.
- b. The credit will be equal to the Customer Charge for the Customer's Service Classification multiplied by the ratio of the number of days of the service outage (based on the average duration of the service outage in the geographic area(s), as appropriate) to 30 days. For rate classes that do not have a Customer Charge: (a) the credit for energy-only rate classes will be based on the SC 2 Rate I Customer Charge; and (b) the credit for demand-billed rate classes will be based on the Customer Charge applicable to Customers served under equivalent Standby Service rates. Accounts served under Rider D or SC 1 - Special Provision D will not be credited if the Customer receives a credit on a companion metered account.
- c. The above credit will be applied to the Customer's account no later than 75 days after the Company restores electric service.

12.5.2 Collection-related Activities

- a. 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 Customers that the Company knows or reasonably believes experienced a Prolonged Outage. The suspension will last for a minimum of seven calendar days from the beginning of a Prolonged Outage.
- b. If there is a Prolonged Outage in which additional protections are required, as determined by an Order of the Commission, the suspension will apply for a minimum of 14 days for residential Customers located in the designated area. The 14-day suspension will also apply to any residential or non-residential Customer who notifies the Company and provides evidence that his/her financial circumstances have changed as a result of the outage.