

PSC NO: 219 GAS
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: 11/01/14

LEAF: 12
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

1. DEFINITIONS AND ABBREVIATIONS: (continued)

Non-Residential Applicant: A person, corporation or other entity who has requested service as a non-residential customer.

Non-Residential Customer: Any person, corporation or other entity receiving service from the Company who is not a residential customer as defined in 16 NYCRR, Part II. The following terms pertain to only non-residential customers:

1. **New Customer:** A customer who was not the last previous customer at the premises to be served, regardless of whether such customer was or is still a customer of the utility at a different location.
2. **Seasonal Customer:** A customer who applies for and received utility service periodically each year, intermittently during the year, or at other irregular intervals.
3. **Short Term or Temporary Customer:** A customer who requested service for a period of time up to two years.
4. **Actual Reading:** Obtained by a utility employee from either the meter or a remote registration device attached thereto.
5. **Access Controller:** A party known to a utility to be in control of access to the metering equipment of a customer, and to have an active account of its own with the utility.
6. **Payment:** Considered to be made on the date it is received by the utility or one of its authorized agents.
7. **Late Payment:** Any payment made more than 20 calendar days after the date payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or three calendar days after the mailing of the bill.
8. **Arrears:** Charges for which payment has not been made more than 20 calendar days after payment was due.
9. **Delinquent Customer:** A customer who has made a late payment on two or more occasions within the previous 12-month period.
10. **Business Day:** Any Monday through Friday when a utility's business offices are open.
11. **Deferred Payment Agreement:** A written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by a utility representative and the customer, and each must receive a copy, before it becomes enforceable by either party.

Issued By: Kenneth D. Daly, President, Syracuse, New York