

PSC NO: 220 ELECTRICITY  
 NIAGARA MOHAWK POWER CORPORATION  
 INITIAL EFFECTIVE DATE: JUNE 1, 2019  
STAMPS: Issued in compliance with Order in Case 18-M-0756 dated May 20, 2019

LEAF: 68  
 REVISION: 22  
 SUPERSEDING REVISION: 14

### GENERAL INFORMATION

#### 3. LIMITATION OF THE SERVICE OFFER: (Continued)

(d) "Pool Participants" shall mean the member companies and PASNY.

(e) "Senior Pool Dispatcher" shall mean the employee of the Power Pool on duty at any given time at the Power Control Center of the Power Pool, then having immediate operating responsibility for the analysis of operations and the security of the integrated power systems of the Pool Participants.

3.13 Compliance with directives of the Senior Pool Dispatcher shall, without limitation by reason of specification, constitute a circumstance beyond the control of the Company for which the Company shall not be liable; provided, however, that the Company shall not be absolved from any liability to which it may otherwise be subject for negligence in the manner in which it carries out the Senior Pool Dispatcher's instructions. (See Rule 3.7).

3.14 Without limiting the generality of the foregoing, the Company may, without liability therefore, interrupt, reduce, or impair services to any customer or customers in the event of an emergency threatening the integrity of its system, or any other systems with which it is directly or indirectly interconnected, if, in its sole judgement or that of the Senior Pool Dispatcher (Rule 3.13), such action will prevent, alleviate, or reduce the emergency condition, for such period of time as the Company, or said Senior Pool Dispatcher, deems necessary.

3.15 Customers requiring service which is uninterrupted, unreduced, or unimpaired on a continuous basis, should provide their own emergency or back-up capability.

#### 3.16 Selection of Service Classification:

The Company will endeavor to assist a customer in the selection of the available service classification which may be most favorable to his requirements, but does not make any warranty, expressed or implied, as to the rates, classifications or provisions favorable to the present or future service requirements of the customer.

#### 3.17      Customer Consent to Contact

~~Unless the customer opts out of receiving autodialed and prerecorded calls as described below, b~~By accepting electric service from the Company pursuant to the terms of this tariff, ~~c~~Customer hereby expressly consents to receive autodialed and prerecorded/automated calls and texts (collectively "calls"), closely related to the utility service, ~~unless the customer opts out as described below. Such calls which~~ shall be limited to calls that ~~calls that~~ warn about planned or unplanned service outages; provide updates about service outages or service restoration; provide information about potential brown-outs due to heavy energy usage; ask for confirmation of service restoration or information about lack of service; provide notification of meter work, tree trimming, or other field work that affects ~~customer's~~ 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 ~~c~~Customer's account. ~~—Calls may include contact from companies working on the Company's behalf to service c~~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 Center Number (1-800-642-4272)
- via email to [optout@nationalgrid.com](mailto:optout@nationalgrid.com)
- via regular mail to the following address:

Attention: Customer Care  
 300 Erie Boulevard West, Syracuse, NY 13202

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