

PSC NO: 10 – Electricity
Consolidated Edison Company of New York, Inc.
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GENERAL RULES

3. How to Obtain Service – Continued

3.1 Application - Continued

3.1.1 – Continued

Upon the acceptance by the Company of a Customer's application for service and in each case upon the Customer's compliance with all applicable rules, regulations, terms, and conditions as required for the availability and beginning of service under the Service Classification applied for, the Company will duly supply service as may be required for the building or premises for which service is requested. Unless the applicant specifies a later time, the Company shall provide service within five business days of receipt of a completed application from a residential applicant or within ten calendar days after receipt of a completed application from a non-residential applicant, except as provided in the Public Service Commission's rules. An application or agreement for service or for extension of electric lines or connection thereto shall not be modified or affected by any promise, agreement or representation, orally or in writing, by any agent or employee of the Company, except as expressly provided in this Rate Schedule.

3.1.2 Denial of Application

- a. The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current address or any alternative mailing address provided in the application.
- b. The written notice of denial shall:
 - i. state the reason(s) for the denial;
 - ii. specify what the applicant must do to qualify for service; and
 - iii. advise the applicant of the right to an investigation and review of the denial by the Public Service Commission or its authorized designee if the applicant considers the denial to be without justification, and identify the appropriate address and telephone number of the Public Service Commission.
- c. The Company shall advise any applicant who submits an incomplete application, in writing within three business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.