

PSC NO: 219 GAS
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: 08/01/03

LEAF: 13
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

1. DEFINITIONS AND ABBREVIATIONS: (continued)

- 1.5.9 A "Delinquent Customer" is a customer who has made a late payment on two or more occasions within the previous 12-month period.
- 1.5.10 A "Business Day" is any Monday through Friday when a utility's business offices are open.
- 1.5.11 "Deferred Payment Agreement" is 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.
- 1.5.12 A "Levelized Payment Plan" is a billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.
- 1.5.13 "Backbill" is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under a utility's standard estimation program is presumed to be a backbill.
- 1.5.14 "Tampered Equipment" is any service related equipment that has been subjected to either unauthorized interference so as to reduce the accuracy or eliminate the measurement of the utility's service, or to unauthorized connection occurring after a utility has physically disconnected service.
- 1.5.15 "Utility Deficiency" means any action or inaction by a utility or one of its authorized agents that does not substantially conform to 16 NYCRR, Part 13, the utility's tariff, or the utility's written business procedures.
- 1.6 A "Main" is a pipeline owned by the Company located on a public or private right-of-way which is available or used to transport gas to more than one service line.
- 1.7 A "Service Line" is piping, including associated metering and pressure reducing appurtenances, that transports gas below grade to the first accessible fitting inside the wall of a customer's building when a meter is located within the building; if a meter is located outside the building, the service line will be deemed to terminate at the outlet of the meter if the piping continues into the structure above ground, and at the point the pipe enters the outside of the building foundation wall if the piping returns underground before entering the structure.
- 1.8 "Cost" or "Expense" shall include all labor, material and other charges applicable thereto including cost of removing and replacing pavement and sidewalks, plus a reasonable allowance for engineering, superintendence, purchasing and use of construction equipment.

Issued By: William F. Edwards, President, Syracuse, New York