

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

LEAF: 18
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

2. HOW SERVICE MAY BE OBTAINED: (continued)

- 2.2.2.4.3 Reasonably chargeable material and installation costs relating to temporary or permanent main extensions or service laterals as required by the Company's tariff, provided these costs are itemized and given to the applicant in writing.
- 2.2.2.4.4 Special Services billable under the Company's tariff, provided these costs are itemized and given to the applicant in writing.
- 2.2.2.4.5 A security deposit requested by the Company.
- 2.2.3 As a prerequisite to accepting an applicant as a customer, and providing service, the Company will require a written application when service is taken from an existing or proposed main extension which requires a surcharge or contribution, or when required by the provisions of the applicable service classification.
- 2.2.4 The applicant will be required to make separate applications for each point of delivery and metering point, or for each class of service at each separate residence, apartments, business, building or location for which service is desired.
- 2.2.5 A service application shall contain a section for determining the customer's service classification which shall include the following:
 - 2.2.5.1 A conspicuous notice advising the customer that the questions in this section are designed to assist the Company in placing the customer on the proper and the most beneficial service classification; that the Company may rely on this information in classifying the service; that the cost of service may vary under different service classifications; that a customer may be eligible for service under more than one classification; that one classification may be more beneficial than another; that a description of the common non-residential service classifications accompanies the application; that the Company's tariff, which describes each service classification in detail may be examined in every Company business office during normal working hours; that questions about service classifications may be discussed with Company representatives; that if the customer's use of service or equipment changes in the future, the customer must notify the Company of these changes, in order to assure that the customer is being properly billed; and that if the information provided by the customer relevant to service classification is inaccurate or incomplete, the customer may be subject to backbilling on the correct service classification, or may be precluded from receiving a refund for over charges based on an incorrect service classification, and a comprehensive series of questions relevant to identifying the customer's service classification based on the Company's tariff.

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