

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

LEAF: 19  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### 2. HOW SERVICE MAY BE OBTAINED: (continued)

- 2.2.6 The Company may require the submission of appropriate types of documents to substantiate the information provided in the service application. Specific documents which the Company may require, however, must be listed on the service application.
- 2.2.7 Any Company report relevant to the establishment of the proper service classification shall be made part of the service application.
- 2.2.8 A service application shall contain, close to the place where the applicant signs, a notice that the applicant has the right to request that the Company inspect the metering device in order to assure its accuracy, along with a place for the applicant to indicate whether such inspection is requested; provided, however, that if the Company has a written policy of not backbilling previously unbilled service when the failure to charge for such service resulted from a malfunctioning of a metering device which was not due to the culpable conduct of the customer or his agent, the above notice is not required.
- 2.2.9 A service application must be signed by the applicant or an authorized agent of the applicant, and a copy must be provided to the applicant or agent. In the case of agents, the Company may require suitable proof of the authorization of the agent.
- 2.2.10 The Company shall either provide or deny service to any applicant as soon as reasonably possible, but no later than 10 calendar days after receipt of a completed application for service or such later time as may be specified by the applicant. Exceptions to this time limitation are as follows:
  - 2.2.10.1 Conditions Precluding Company Compliance with the Time Limitation:
    - 2.2.10.1.1 Where prevented by labor strikes, or other work stoppages.
    - 2.2.10.1.2 Where precluded by consideration of public safety.
    - 2.2.10.1.3 Where precluded by adverse weather conditions.
    - 2.2.10.1.4 Where precluded by inability to gain access to premises in the possession of the applicant or others.
    - 2.2.10.1.5 Where precluded by incomplete construction of necessary facilities by the applicant or inspection and certification thereof by the appropriate authorities.
    - 2.2.10.1.6 Where precluded by incomplete construction of necessary facilities by the Company.