

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

LEAF: 40  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### 4. LIMITATION OF SERVICE OFFER: (continued)

#### 4.1.2 Non-Residential Applicants:

- 4.1.2.1 The Company reserves the right to deny or refuse to supply gas service to a non-residential applicant who has failed to comply with any lawful pre requisite to becoming a customer of the Company. Such prerequisites are detailed in Rule 2.2.
- 4.1.2.2 The Company shall deny service only by written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application for service.
- 4.1.2.3 The written notice of denial shall state the reason(s) for the denial, specify what the applicant must do to qualify for service, advise the applicant of the right to an investigation by the 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 Commission.
- 4.1.2.4 The Company shall advise any applicant who submits an incomplete application, in writing and within 3 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 for service.
- 4.1.2.5 The Company shall maintain, for a period of not less than one year, service applications that are denied and the Company's written notice of denial.

- 4.2 Gas Service will be supplied by Company subject to the provisions or orders, amendments and interpretations thereof of any governmental body having authority or jurisdiction over such service, notwithstanding anything to the contrary in the rules and regulations and the terms and conditions of service as set forth in Company's rate schedules.
- 4.3 Applicant should inquire of Company as to arrangements for and as to exact character of service available before proceeding with installation of piping or ordering of gas equipment.
- 4.4 Company does not guarantee against variation in pressure or heat value of gas.
- 4.5 Company will endeavor at all times to provide a regular and uninterrupted supply of service but in case the supply of service shall be interrupted or irregular or defective or shall fail from causes beyond Company's control or because of the ordinary negligence of Company, its employees, servants or agents, Company will not be liable therefore. See Rule 3.

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

Cancelled by 1 Rev. Leaf No. 40 Effective 07/25/2022