

2. Definitions applicable to this Schedule: (Cont'd.)

8. Non-residential Applicants and Customers: (Cont'd.)

(q) Company deficiency: means any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, the Company's tariff, or the Company's written business procedures.

3. Application for Service:

- (a) Application for service may be made by mail, telephone call or personal application at the Company's office. The Company reserves the privilege of requiring signed applications and will require them for commercial and industrial service and where extensions are to be made pursuant to Section 5. The form of the application is given in Section 18.
- (b) A residential service application may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application if:
 - (1) there are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or
 - (2) there is evidence of meter tampering or theft of service; or
 - (3) the meter has advanced and there is no customer of record; or
 - (4) the application is made by a third party on behalf of the person who would receive service.
- (c) In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The company will establish an account in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a copy of the entire rules governing shared meters from the company's office.