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..TXT: PSC NO: 1 ELECTRICITY LEAF: 93

COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0

INITIAL EFFECTIVE DATE: 05/01/98 SUPERSEDING REVISION:

STAMPS:

Cancelled by 1 Rev. Leaf No. 93 Effective 12/01/1998

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GENERAL INFORMATION (CONT'D)

E. Improper Turnoff

In cases where intentional disconnections of individual customers are made in error, the Utility will:

1. reimburse residential consumers served either directly or indirectly for his or her losses actually sustained, not to exceed \$100 for any one consumer for any one incident, as the result of improper turn-offs of service lasting more than 12 hours, when such losses consist of the spoilage of food or medicine from the lack of refrigeration.
2. reimburse non-residential customers served either directly or indirectly for their losses sustained, not to exceed \$2000 for any one consumer for any one incident, as the result of improper turn-offs of service lasting more than 12 hours, when such losses consist of the spoilage of perishable merchandise from the lack of refrigeration.

Consumer claims in the above cases must be made within a 90 day period following the improper turn off incident.

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