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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 09/12/97 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 07/03/97 STATUS: Effective EFFECTIVE: 09/12/97
GENERAL INFORMATION

2. HOW SERVICE MAY BE OBTAINED: (continued)

2.4.2.1.1.4 An existing customer who
has filed for reorganization or bankruptcy.

2.4.2.1.1.5 An existing customer who
has been rendered a backbill within the last twelve months for previously unbilled charges for service that came
through tampered equipment.

2.4.2.1.2 The Company shall offer an existing customer, from
whom a security deposit is required, the opportunity to pay the deposit in
three installments, 50 percent down and two monthly payments, the sum
of which equals the balance of the deposit.

2.4.2.1.3 The Company shall establish a written procedure
covering its deposit policy and practice.

2.4.2.1.4 A Company request for a deposit or a deposit increase
shall be in writing and shall advise the customer of the following:

2.4.2.1.4.1 Why the deposit is being
requested.

2.4.2.1.4.2 How the amount of the deposit was
calculated.

2.4.2.1.4.3 That the deposit is subject to later upward
or downward revision based on the customer's
subsequent billing history.

2.4.2.1.4.4 That the customer may request that the
Company review the account in order to assure that the
deposit is not excessive.

2.4.2.1.4.5 The circumstances under which the deposit
will be refunded.

2.4.2.1.4.6 That the customer will receive annual
notice of the interest credited to the account.

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