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GENERAL INFORMATION

II. RULES AND REGULATIONS: (continued)

1. DEFINITIONS AND ABBREVIATIONS: (continued)

1.5.3 A "Short Term or Temporary Customer" is a customer who requested service for a period of time up to two years.

1.5.4 An "Actual Reading" is one obtained by a utility employee from either the meter or a remote registration device attached thereto.

1.5.5 An "Access Controller" is a party known to a utility to be in control of access to the metering equipment of a customer, and to have an active account of its own with the utility.

1.5.6 A "Payment" is considered to be made on the date it is received by the utility or one of its authorized agents.

1.5.7 A "Late Payment" is any payment made more than 20 calendar days after the date payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or three calendar days after the mailing of the bill.

1.5.8 "Arrears" are charges for which payment has not been made more than 20 calendar days after payment was due.

1.5.9 A "Delinquent Customer" is a customer who has made a late payment on two or more occasions within the previous 12 month period.

1.5.10 A "Business Day" is any Monday through Friday when a utility's business offices are open.

1.5.11 "Deferred Payment Agreement" is a written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by a utility representative and the customer, and each must receive a copy, before it becomes enforceable by either party.

1.5.12 A "Levelized Payment Plan" is a billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.

1.5.13 "Backbill" is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under a utility's standard estimation program is presumed to be a backbill.

Issued By: Albert J. Budney, Jr., President, Syracuse, New York