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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
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GENERAL INFORMATION

2. HOW SERVICE MAY BE OBTAINED: (continued)

2.1.1.6 A written application may require the submission of information required in an oral application, and reasonable proof of the applicant's identity and responsibility for service at the premises to be supplied.

2.1.1.7 The Company when requiring a written application shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two (2) business days after such request, and shall state the basis for requiring a written application.

2.1.2 The applicant will be required to make separate applications for each point of delivery and metering point, or for each class of service at each separate residence, apartments, business, building or location for which service is desired.

2.1.3 The Company shall not be obligated to provide gas service to an applicant, for seasonal or short term service, who fails to post a lawfully required deposit.

2.1.4 The Company shall provide service to an applicant within five (5) business days, or a later date as may be specified by the applicant. If the applicant has been previously denied service and now meets one of the qualifications for service in Rule 4.1.1.1, the Company shall provide service within two (2) business days, or a later time specified by the applicant. By direction of the Commission or its authorized designee, service will be provided within 24 hours. The following are exceptions to the time limitations for providing service:

2.1.4.1 Applicant related Exceptions

2.1.4.1.1 When the applicant has not paid or agreed in writing to pay the material and installation costs or reasonably assignable costs relating to permanent gas main extensions or a right-of-way or has otherwise failed to comply with any applicable requirements relating to main extensions.

2.1.4.1.2 When the applicant elects a surcharge plan for payment of excess reasonable costs for a gas main extension and has not paid an advance payment of the surcharge, when there is reasonable doubt of the applicant's permanency or when the applicant has not paid the material and installations costs for a temporary main extension.

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