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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 Application for Residential Service, as defined in Rule 1.4, Definitions:

2.1.1 Applications for service may be made by ordinary mail, telephone call or by personal application at the Company's offices.

2.1.1.1 A service application shall be deemed complete when the applicant provides his or her name, proof of identity, address, telephone number (if any), and a prior account number and address (if any).

2.1.1.2 An oral application for gas service shall be deemed completed when the applicant complies with Rule 2.1.1.1.

2.1.1.3 A written application containing the required information (see Rule 2.1.1.1) shall be deemed completed when received by the Company.

2.1.1.4 The Company may require an applicant to complete a written application if: there are arrears at the premises to be served and service was terminated for nonpayment; or is subject to a final disconnect notice of termination; or there is evidence of meter tampering or theft of service; or the meter has advanced and there is no customer of record; or the application is made by a third party on behalf of the person(s) who would receive service. The Company will require a written application when service is taken from an existing or proposed main extension which requires a surcharge or contribution.

2.1.1.5 If the application for service is to an address which was recently terminated for nonpayment or where the meter has advanced and there is no customer of record at the address, the applicant must also provide a reasonable proof of responsibility for service for completion of the application. If there are arrears owed on a prior account, the applicant must also meet one of the qualifications of Rule 4.1.1.1 for completion of the application.

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