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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 5
INITIAL EFFECTIVE DATE: 08/01/00 SUPERSEDING REVISION: 4
STAMPS: Issued in Compliance with Order of PSC in C. 99-G-0336 dated 07/27/00.
RECEIVED: 07/31/00 STATUS: Effective EFFECTIVE: 08/01/00

GENERAL INFORMATION

16. SPECIAL SERVICES PERFORMED BY COMPANY FOR CUSTOMER AT A CHARGE:

16.1 Whenever, at customer's request, Company relocates equipment or facilities to suit the convenience of customer, customer shall reimburse Company the cost incurred by Company.

16.2 Whenever, at customer*s request, Company performs thermocouple replacement, customer shall reimburse Company for the cost incurred by Company. The Company*s cost shall include time and material charges, as set forth on the effective Gas Appliance Repair Statement. The Gas Appliance Repair Statement will be duly filed with the Public Service Commission apart from this rate schedule not less than thirty (30) days prior to its effective date. The Company will update the Gas Appliance Repair Statement upon any significant changes (greater than ten (10) percent) of the Company*s cost.

16.3 Whenever, at customer*s request, Company provides construction, operation, and maintenance services to customer owned facilities not including appliance repair, customer shall reimburse Company for the fully loaded cost incurred by the Company. Revenues resulting from the services provided under this Rule 16.3 will accrue to the benefit of ratepayers. Any services provided by the Company under this Rule 16.3 will be subject to the following conditions:

16.3.1 The Company*s provision of services under this Rule 16.3 shall not impose a cost on its ratepayers or adversely impact the Company*s provision of safe and adequate service.

16.3.2 The Company shall provides services under this Rule 16.3 on a first-come, first-serve basis on non-discriminatory terms and conditions, resulting in similarly situated customers being charged the same rates.

16.3.3 The Company shall make customers aware if there are other entities that may be able to provide the service requested.

Issued By: Darlene D. Kerr, Executive Vice President, Syracuse, New York