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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 4
INITIAL EFFECTIVE DATE: 11/01/02 SUPERSEDING REVISION: 3
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RECEIVED: 09/24/02 STATUS: Cancelled EFFECTIVE: 11/01/02

GENERAL INFORMATION

13.5.3 Installation. Installation of an Approved Remote Meter involves site investigation and definition of installation specifications; acquisition of the meter; installation of the meter; provision of phone service and electric service (if required) to the meter; and synchronization of the meter with Niagara Mohawk gas load management computer system. Site investigation installation and synchronization will be performed by Niagara Mohawk. Provision of phone service and power to the meter are the sole responsibility of the customer. The full cost of the meter, installation, phone service to the meter, electric service to the meter, and synchronization will be borne by the customer. For that portion of the installation performed by Niagara Mohawk, the Company will provide the customer with an advance statement of the total cost to be billed.

13.5.3.1 Additional Installation Charges. When the Company is notified that the telephone and electric service (if applicable) has been installed and activated, the Company will go on site in order to activate the unit. If it is discovered by the Company that the unit is unable to be activated and synchronized because the phone or electric service (if applicable) is not activated, the Company will charge the customer \$115.00 for the site visit.

13.5.4 Telephone Service. Remote meters installed for customers with historic or anticipated peak hourly gas usage in excess of 15 dekatherms must be served by a separate, dedicated telephone line unshared with any other user, or a dedicated customer-owned cell phone acceptable to Niagara Mohawk may be used. All other remote meters may share telephone lines, provided that the shared line is open for polling of the meter between the hours of 10:00 a.m. and 5:00 p.m. daily. Reliable access to daily gas usage must be provided to the Company. If reliable access is not provided, a dedicated phone line will be required, or a dedicated customer-owned cell phone acceptable to Niagara Mohawk may be used. In areas where reliable cell-phone service is not available, as determined at the sole discretion of Niagara Mohawk, a dedicated telephone line will be required.

13.5.4.1 Additional Charges. In cases where the ARM fails to call into the Company, and the customer has notified the Company that the phone and electric service (if applicable) is operational, the Company will send a technician to the site to repair the unit. If it is discovered by the Company that the unit is unable to be repaired or synchronized because the phone or electric service (if applicable) is not activated, the Company will charge the customer \$115.00 for each subsequent visit made to the meter location to resolve the problem. (The initial visit will be at no charge.)

13.5.5 Maintenance and Replacement. Routine maintenance of Approved Remote Meters will be provided by Niagara Mohawk. Replacement of a meter that becomes inoperable or unreliable is the responsibility of the customer.

Issued By: William F. Edwards, President, Syracuse, New York