

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
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Rule 4 - Applications / Contracts (continued)

permanent line or main extensions or service laterals as required by the Company's Tariff and authorized under 16 NYCRR, Part 98, General Provisions Relating to the Extension of Facilities by Electric Corporations and Municipalities, of which the costs are itemized and given to the Customer in writing; (iv) special services billable under the Company's Tariff of which the costs are itemized and given to the Customer in writing, and (v) a security deposit, if requested by the Company. A copy of the Application for Electric Service - Non-Residential is shown in Rule 31 as Form #2.

The Company shall provide service to any accepted Applicant whose application for service was previously denied solely for failure to make full payment as provided in the preceding paragraph of this Subsection, as soon as reasonably possible, but no later than three (3) business days, or such later time as may be specified by the Applicant, after payment is made, or ten (10) calendar days after receipt of the original application, whichever is later, except as provided in the first paragraph of this subsection.

Service applications shall be available in Company business offices that are open to the public and on the Company's website, or may be requested by calling the Company's Customer Service Contact Center.

The Company shall not deny an application for service except in a written notice either delivered personally to the Applicant or sent to the Applicant's current business address or any alternative mailing address provided in the application. The written notice of denial shall state the reason(s) for the denial, specify what the Applicant must do to qualify for service, and advise the Applicant of the right to an investigation and review of the denial by the Commission or its authorized designee if the Applicant considers the denial to be without justification, and identify the appropriate address and telephone number of the Commission.

The Company shall advise any Applicant who submits an incomplete application, in writing and within three (3) business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application. The Company shall maintain, for a period of not less than one (1) year, service applications that are denied and the Company's written notice of denial.