

PSC NO: 220 ELECTRICITY
 NIAGARA MOHAWK POWER CORPORATION
 INITIAL EFFECTIVE DATE: SEPTEMBER 1, 2020
 STAMPS:

LEAF: 87
 REVISION: 5
 SUPERSEDING REVISION: 4

GENERAL INFORMATION

14. DISCONTINUANCE AND COMPLAINT PROCEDURES AND THE WITHOLDING OF SERVICE: (Continued)

14.8.1.2 Upon receipt of an ESCo's request for suspension, the Company will follow HEFPA procedures prior to discontinuing delivery services to the Residential Customer.

14.8.2 The Company is providing distribution services to the customer at the time of suspension.

14.8.3 In accordance with all the provisions of Rule 26.12, a Deferred Payment Agreement will be offered by the Company and ESCo, either jointly or separately at the Company's and ESCo's discretion, before service is suspended. The customer must accept and abide by the terms of the Deferred Payment Agreement.

14.8.4 The Company will only suspend delivery service, at the ESCo's request, for the delivery of the commodity for which the Residential Customer is in arrears to the ESCo. The Company will continue to maintain its rights to discontinue delivery and commodity service in accordance with the provisions of Rule 14.

14.8.5 The Company will implement the ESCo initiated suspension within the same schedule as the Company's suspensions. If the ESCo initiated suspension cannot be implemented on a timely basis, the ESCo will be notified and a subsequent suspension to the Residential Customer will be issued, if necessary and all reasonable action to effectuate suspension as soon as possible will be taken.

14.8.6 All ESCo initiated suspension of service for non-payment of commodity charges will be subject to the charges established by the Company in Case Nos. 99-M-0631 and 03-M-0017 and will be the responsibility of the ESCo requesting termination. The ESCo initiated disconnect charges are set forth below.

14.8.6.1 When the Company suspends service to a customer for non-payment of commodity charges initiated by an ESCo, a suspension charge will be assessed. The charge applicable to all ESCos will be \$54.00 at the meter and \$214.00 at the pole during normal business hours.

14.8.6.2 When the Company suspends service to a customer for non payment of commodity charges initiated by an ESCo and disconnects the same customer for non payment of delivery charges for the utility, the charges in Rule 14.8.6.1 will be reduced by fifty percent (50%).