

PSC NO: 1 ELECTRICITY  
COMPANY: NEW YORK MUNICIPAL POWER AGENCY  
INITIAL EFFECTIVE DATE: July 1, 2020

LEAF: 33  
REVISION: 2  
SUPERSEDING REVISION: 1

## GENERAL INFORMATION

### VI. SPECIAL SERVICE ON CUSTOMER'S PREMISES (CONT'D)

#### B. Service Interruptions after regular working hours of the Utility:

Complaints regarding service interruption or quality of service will be investigated by the Utility without charge to the Customer provided the cause of the interruption or faulty service is determined to originate on the Utility's system. If the cause of the interruption or faulty service is determined to originate on the customer's premises or in the customer's wiring or equipment, the Utility may bill the customer the cost of answering the call.

The cost will include current costs for overtime labor, material, and a charge to cover direct and indirect overhead costs. No work will be performed by the Utility on any customer's wiring or equipment.

#### C. Relocation of equipment or facilities:

Whenever, at the customer's request, the Utility is to relocate equipment or facilities to suit the convenience of the customer, the customer shall reimburse the Utility the entire cost incurred by the Utility.

#### D. Tenant Energy Bill Data:

Upon written request from a prospective tenant or lessee, the Utility will provide, at no cost, the total electricity charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. The Utility will provide such information to the landlord or lessor and to the prospective tenant, or other authorized person, within ten days of receipt of the written request, and prior to the commencement of the tenancy or execution of a lease.

### VII. METERING

#### A. Multiple Service:

1. The provisions in this subsection are intended to reflect the requirements of 16 NYCRR Part 139.