

PSC NO: 90 GAS
NEW YORK STATE ELECTRIC & GAS CORPORATION
INITIAL EFFECTIVE DATE: 04/01/14

LEAF: 11
REVISION: 3
SUPERSEDING REVISION: 2

GENERAL INFORMATION

2. RULES RELATING TO THE INSTALLATION OF MAINS, SERVICES, EXTENSIONS, ETC.: (CONT'D)

K. Inspection, Maintenance and Replacement of Facilities: (Cont'd)

- (3) If an act or omission of any customer who had installed facilities necessitates the replacement or reconstruction of such facilities, the customer shall pay to the Company the cost of replacement or reconstruction.

3. APPLICATION FOR SERVICE:

A. Residential:

(1) Application

An application for residential service may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application (for the applicable service classification) if:

- (a) there are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or
- (b) there is evidence of meter tampering or theft of service; or
- (c) the meter has advanced and there is no customer of record; or
- (d) the application is made by a third party on behalf of the person(s) who would receive service.
- (e) Service will be rendered under a general service classification.

Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for requiring a written application. A written application may require the submission of information required in an oral application, and reasonable proof of the applicant's identity and responsibility for service at the premises to be served.

All residential applicants that meet the conditions for requiring a written application may be asked to produce positive identification. Should the residential applicant refuse to provide positive identification, service may be denied to such applicants, pursuant to 16 NYCRR 11.3.

A written application containing the required information shall be deemed completed when received by the Company.

Issued By: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York