

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 07/01/14

Leaf: 27  
Revision: 2  
Superseding Revision: 1

## GENERAL INFORMATION

### 2. How Service May Be Obtained: (Cont'd.)

#### I. Application for Service (Cont'd.)

##### (1) Residential (Cont'd)

###### (d) Denial of Service – Residential

The Company shall not deny residential application for service without sending to the applicant within three business days of receipt of the application for service a written notice which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advises the applicant of his right to an investigation and review of the denial by the Public Service Commission or its authorized designees if the applicant considers the denial to be without justification. The Company shall advise the applicant of the appropriate address and telephone number of the Commission, including the Commission's hotline number and the times of its availability. An application for service not approved within three business days shall be deemed denied.

###### (e) Continuation of Service - Residential

Whenever a residential customer moves to a different dwelling within the service territory of the Company and for which the Company's tariff specifies a residential rate, and requests utility service within 60 days, he or she shall be eligible to receive service at the different dwelling, subject to Sections 2.I.1 and 2.I.2. above, and such service will be considered a continuation of service in all respects, with any deferred payment agreement honored, and with all rights provided, however, that such customer's prior service was not terminated for nonpayment, meter tampering or theft of services.

###### (f) Residential Penalty

If the Company fails to initiate residential service within the time required by this section it will forfeit and pay to the applicant the sum of \$25.00 per day for each day that service is not supplied unless the Public Service Commission finds that the Company had good cause for not initiating service in the required time.

##### (2) Non-Residential

###### (a) Application

As a prerequisite to providing service, the Company may require the applicant to:

- (i) Provide appropriate documentation to verify the information provided on the written application, including establishment of responsibility for the service as owner or occupant, the correct service classification, and the person who controls access to the meter;
- (ii) Comply with the Company's tariff or any applicable state, city or local laws or ordinances;
- (iii) fulfill any applicable requirements of obtaining service found in Rules 2.H.(2)(a) and 2.H.(2)(b) of this tariff relating to line extension and service.

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