

Effective Date: 07/21/2016

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 06/19/15

Leaf: 55  
Revision: 1  
Superseding Revision: 0

### GENERAL INFORMATION

#### 3. Service Connections/Meters: (Cont'd.)

##### E. Inspection and Examination of Company- and Customer-Owned Apparatus:

###### 1. Access to Premises:

Any employee or agent of the Company who exhibits a photo-identification badge and written authority as provided in Section 65(9) of the Public Service Law has the authority, to enter at all reasonable times, the customer's premises supplied with electricity for the purpose of:

- (a) reading a meter to ascertain the quantity of electricity supplied; and
- (b) inspecting and examining the meters, wires and works for supplying electricity. Inspecting and examining the meters, wires and works for supplying electricity to residential customers is limited to a non-holiday workday between 8 a.m. and 6 p.m., or at such other reasonable times as requested by a customer except for:
  - (1) inspection and examination of any such equipment where an emergency may threaten the health and safety of a person, the surrounding area, or the Company's distribution system; or
  - (2) inspection and examination of any such equipment may be conducted between the hours of 8 a.m. and 9 p.m. on any day when there is evidence of meter tampering or theft of services.

A properly identified employee authorized to inspect and examine apparatus, may not enter a locked premises without the permission of the person lawfully in control on the premises, nor use any manner of force to carry out inspection and examination, except when an emergency may threaten the health or safety of a person, the surrounding area, or the utility's distribution system, or where authorized by a court order.

###### 2. Duty to Inspect:

The Company shall conduct a field inspection of non-residential apparatus as soon as reasonably possible and within 60-calendar days, except where prevented by circumstances beyond the Company's control when there is:

- (a) a request contained in a service application; or
- (b) a reasonable customer request; or
- (c) the issuance of a field inspection order in accordance with a Company bill review program; or
- (d) notification from any reasonable source that service may not be correctly metered; or
- (e) a directive by the Commission or its authorized designee.

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