

Date of Request: September 24, 2012
Due Date: October 4, 2012

NYPULP No. 56 (GN-56) (Supplement)
NMPC Req. No. 436

NIAGARA MOHAWK POWER CORPORATION d/b/a National Grid

Case 12-E-0201 – Niagara Mohawk Power Corporation d/b/a National Grid

Request For Information

FROM: Public Utility Law Project of New York, Inc. – Gerald Norlander

TO: Shared Services and Customer Panel

Request:

56. What are the down payment requirements for an applicant for service who owes money for service to a previously closed account?

Response:

Residential: Applicants are required to either agree to make payments under a deferred payment agreement, if eligible, or to pay half of their arrears or three times the average bill (at the pending address), whichever is less, as a down payment. The remaining balance will be transferred to the new active account and the customer will be set up on a payment agreement based on their financial statement.

Non-residential: Customers are expected to make full payment of any outstanding account balances that are not the subject of a billing dispute or part of an existing payment agreement that is in good standing. However, should the customer inquire about a payment agreement for a balance transfer, the Company will consider offering a payment arrangement if the customer meets the eligibility requirements in the Niagara Mohawk rate tariff, PSC No. 207, or it is reasonable and prudent to do so. In those instances, consideration will be given to the size of the transferred balance, the financial condition of the customer, and any special situations impacting the customer's ability to pay. The Company strives to limit payment agreements to no more than three months.

Name of Respondent:

Paul Leo

Date of Reply:

September 26, 2012