

Superseding P. S. C. No. 2

VILLAGE OF ROCKVILLE CENTRE, NASSAU COUNTY, NEW YORK

SCHEDULE

FOR

ELECTRIC SERVICE

Applicable

in

Village of Rockville Centre

Nassau County

New York

For detail description of Territory, see General Information Leaf, Paragraph 1

Issued: September 30, 1948

Effective: November 11, 1948

Subsequent changes will be effective as shown on individual leaves.

By: C. P. Ketler, Commissioner of Public Utilities
Municipal Bldg., Rockville Centre, New York

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Date of Issue September 12, 1988Date Effective November 1, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, N.Y. 11571

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Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, N.Y. 11571

GENERAL INFORMATION

I. TERRITORY SERVED BY THE VILLAGE:

The territory serviced embraces the whole Incorporated Village of Rockville Centre, Nassau County, New York. The Village also provides electric service to the Rockville Centre Country Club, the South Nassau Hospital and eleven residential customers, all located outside of the territorial limits of, but adjacent to, the Village.

II. HOW SERVICE MAY BE OBTAINED:

A. Definitions:

(a) Village: Incorporated Village of Rockville Centre/

(b) Residential Applicant and Customer:

- (1) For the purposes of the Home Energy Fair Practices Act, a residential applicant includes any person who requests electric service at a premises to be used as his or her residence or the residence of a third party on whose behalf the person is requesting service, as defined in 16 NYCRR 11.2(a)(3).
- (2) For the purposes of the Home Energy Fair Practices Act, a residential customer or current residential customer includes any person who pursuant to an application for service made by such person or a third party on his or her behalf is supplied directly by the Village with electric service at a premises used in whole or in part as his or her residence, as defined in 16 NYCRR 11.2(a)(2).

(c) Non-residential Applicant or Customer:

- (1) Applicant: A person, corporation or other entity who has requested electric service as a non-residential customer.
- (2) Customer: A person, corporation or other entity, supplied by the Village with electric service under the Village's tariff and pursuant to an accepted application for service, who is not a residential customer as defined in 16 NYCRR Part 11.
- (3) New customer: A customer who was not the last previous customer at the premises to be served, regardless of whether such customer previously was or is still a customer of the Village at a different location.

Date of Issue October 20, 1992

Date Effective October 21, 1992

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, N.Y. 11571

Issued under authority of order of the Public Service Commission, State of New York, dated October 16, 1992 in case 91-E-1160.

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

A. Definitions: (Cont'd.)

(c) Non-residential Applicant or Customer: (Cont'd.)

- (4) Seasonal customer: A customer who applies for and receives Village service periodically each year, intermittently during the year, or at other irregular intervals.
- (5) Short-term or temporary non-residential customer: A customer who requested service for a period of time up to two years.
- (6) Actual reading: One obtained by a Village employee from either the meter or a remote registration device attached thereto.
- (7) Demand customer: A customer who is billed for demand charges.
- (8) Access controller: A party known to the Village to be in control of access to the metering equipment of a non-residential customer, and to have an active account of its own with the Village.
- (9) Payment: Considered to be made on the date when it is received by the Village or one of its authorized agents.
- (10) Late payment: Any payment made more than 20 calendar days after the payment was due. Payment is due whenever specified by the Village on its bill, provided such date does not occur before personal service of the bill or three calendar days after the mailing of the bill.
- (11) Arrears: Charges for which payment has not been made more than 20 calendar days after payment was due.
- (12) Delinquent customer: A customer who has made a late payment on two or more occasions within the previous 12 month period.

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P.J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)A. Definitions: (Cont'd.)(c) Non-residential Applicant or Customer: (Cont'd.)

- (13) Business day: Any Monday through Friday when the Village's business offices are open.
- (14) Deferred payment agreement: A written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by the Village representative and the customer, and each must receive a copy, before it becomes enforceable by either party.
- (15) Levelized payment plan: A billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.
- (16) Backbill: That portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under the Village's standard estimation program is presumed to be a backbill.
- (17) Tampered equipment: Any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of the Village's service or to unauthorized connection occurring after the Village has physically disconnected service.
- (18) Utility deficiency: Means any action or inaction by the Village or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, the Village's tariff, or the Village's written business procedures.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)B. Application

1. Service will be supplied to any applicant for any premises located within the territory serviced as described above upon the execution of a written application on a form provided for such purposes and as hereinafter described and upon the receipt of such fees, deposits and certificates as hereinafter required.
2. Deposits – Residential Customers:
 - (a) A deposit of an amount equal to the charges for the estimated consumption of electricity for two months may be required of an applicant. Such deposit shall be deemed as security for the payment of unpaid bills or other claims of the Village against the customer upon termination of service.
 - (b) Deposits may be required from residential customers on the basis of credit risk standards. An existing residential customer, including a residential customer who transfers dwelling units within the Village's service territory, may be considered a bad credit risk and be required to make a deposit if such customer has been delinquent in payment two or more times in a recent twelve-month period or has had his electric service disconnected for nonpayment in a recent twelve-month period. Delinquent in payment means failure to pay a bill or an agreed upon partial payment 25 days after the "to date" of the bill, or within a longer period agreed to by the Village. An exception shall be allowed if a residential customer has not paid a bill but has lodged a complaint with the Village, or the Public Service Commission and disconnection for nonpayment is precluded. If payment of a bill is mailed, three (3) additional days shall be allowed before the Village shall consider a residential customer delinquent.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

2. Deposits – Residential Customers: (Cont'd.)

- (c) A new residential customer may be considered “non-credit rated” and be required to make a deposit if such customer cannot provide three positive answers to the six questions, adopted by the Public Service Commission to establish credit worthiness (as stated in Subchapter A, Chapter II, Title 16 of the New York Code of Rules and Regulations, Part 91), copies of which are available upon request. Alternatively, the Village may consider a new residential customer under the credit risk standards for existing residential customers and require a deposit if sufficient information is available from another New York electric utility to establish that such customer is a bad credit risk as outlined above.
- (d) If a residential customer who has made a deposit has not been delinquent two or more times in a twelve month period, the Village shall promptly refund to such customer the amount of the deposit and the interest thereon.
- (e) A refund may be credited to the customer’s account only to the extent of current charges and the charges of the next succeeding month and any balance shall be made to the depositor. Deposits shall be credited with simple interest at the rate prescribed from time to time by the Public Service Commission, as required by Subchapter A, Chapter II, Title 16 of the New York Code of Rules and Regulations, Part 91.1.
- (f) Whenever Village has not initially required a deposit, or whenever a deposit has been required but thereafter refunded, or whenever a deposit is held by Village but is insufficient to cover the estimated consumption of electricity for two calendar months, and a residential customer becomes a bad credit risk, the Village may require such customer to pay new or additional deposit, subject to refund thereafter as specified above.
- (g) The Village may withhold its service or discontinue its service should any applicant or customer refuse or fail to pay a required deposit.
- (h) The Village shall review, prior to April 1, 1976, the status of residential accounts which are secured by deposits and at least annually, thereafter, and refund deposits accordingly.

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

3. Application for Service – Non-residential:

(a) Extension of Service:

- (1) The Village shall either provide or deny service to any applicant as soon as reasonably possible, but no later than 10 calendar days after receipt of a completed application for service or such later time as may be specified by the applicant, except:
 - (i) where prevented by labor strikes, or other work stoppages;
 - (ii) where precluded by consideration of public safety;
 - (iii) where precluded by physical impediments including:
 - (a) adverse weather conditions;
 - (b) inability to gain access to premises in the possession of the applicant or others;
 - (c) incomplete construction of necessary facilities by the applicant or inspection and certification thereof by the appropriate authorities; or
 - (d) incomplete construction of necessary facilities by the Village.
- (2) The Village will make reasonable efforts to eliminate conditions preventing extensions of service and will pursue completion of any facilities it must construct with due diligence.
- (3) As a prerequisite to accepting an applicant as a customer, and providing service, the Village may require the applicant to:
 - (i) file a written service application containing information sufficient to establish the applicant's identity and responsibility for the premises as either the owner or occupant, the correct service classification, and who controls access to the meter(s) if not the customer;

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

3. Application for Service – Non-residential: (Cont'd.)

(a) Extension of Service: (Cont'd.)

- (ii) comply with the Village's tariff, or any applicable state or local laws or ordinances;
- (iii) fulfill any applicable requirements of 16 NYCRR Part 98.
- (iv) make full payment for all amounts due and payable which are not either the subject of a pending billing dispute pursuant to 16 NYCRR 13.15 or of an existing deferred payment agreement that is in good standing, including:
 - (a) service provided and billed in accordance with 16 NYCRR 13.11 to prior account(s) in the applicant's name or for which the applicant is legally responsible;
 - (b) other tariff fees, charge, or penalties;
 - (c) reasonably chargeable material and installation costs relating to temporary or permanent line extensions or service laterals as required by Rule IX. and authorized under 16 NYCRR Part 98, provided these costs are itemized and given to the applicant in writing;
 - (d) special services billable under this tariff, provided these costs are itemized and given to the applicant in writing; and
 - (e) a security deposit, if requested by the Village in accordance with Rule II.B.4.

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

3. Application for Service – Non-residential: (Cont'd.)

(a) Extension of Service: (Cont'd.)

- (4) The Village will provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in (3) (iv) of this rule as soon as reasonably possible, but no later than three business days, or such later time as may be specified by the applicant, after payment is made, or 10 calendar days after receipt of the original application, whichever is later, except as provided in paragraph (1) of this Rule.

(b) Denial of Application:

- (1) The Village will not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application.
- (2) The written notice of denial shall:
- (i) state the reason(s) for the denial;
 - (ii) specify what the applicant must do to qualify for service; and
 - (iii) advise the applicant of the right to an investigation and review of the denial by the Commission or its authorized designee if the applicant considers the denial to be without justification, and identify the appropriate address and telephone number of the Commission.
- (3) The Village shall advise any applicant who submits an incomplete application, in writing and within three business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

4. Security Deposits – Non-residential Customers:

(a) Deposit Requirements:

(1) The Village may only require the payment of a security deposit from:

- (i) a new customer; or
- (ii) an existing customer;

- (a) who is delinquent;
- (b) whose financial condition is such that it is likely that the customer may default in the future; provided, however, that the Village must have reliable evidence of such condition, such as reports from accepted financial reporting services, or credit reporting agencies;
- (c) who has filed for reorganization or bankruptcy; or
- (d) who has been rendered a backbill within the last twelve months for previously unbilled charges for service that came through tampered equipment.

(2) The Village shall offer an existing customer, from whom a deposit is required under clauses (1)(ii)(a) or (b) of this subdivision, the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance.

(3) A request for a deposit or deposit increase shall be in writing and shall advise the customer:

- (i) why the deposit is being requested;
- (ii) how the amount of deposit was calculated;
- (iii) that the deposit is subject to later upward or downward revision based on the customer's subsequent billing history;
- (iv) that the customer may request that the Village review the account in order to assure that the deposit is not excessive
- (v) the circumstances under which the deposit will be refunded;

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application (Cont'd.)

4. Security Deposits – Non-residential Customers: (Cont'd.)

(a) Deposit Requirements: (Cont'd.)

- (vi) that the customer will receive annual notice of the interest credited to the account;
 - (vii) about the available deposit alternatives; and
 - (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (4) The Village shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

(b) Deposit Calculations:

- (1) The amount of a deposit shall not exceed the cost of twice the customer's average monthly usage, except in the case of customers whose usage varies widely such as space heating or cooling customers, or certain manufacturing and industrial processors, where the deposit shall not exceed the cost of twice the average monthly usage for the peak season.
- (2) in the case of an existing customer who has 12 months or more of billing history, the amount of deposit shall be based on service used during the previous 12 month period as evidenced by the billing history.
- (3) In the case of a new customer or a customer with less than 12 months of billing history, the amount of the deposit shall be based on one or more of the following, as available:

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GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

4. Security Deposits – Non-residential Customers: (Cont'd.)

(b) Deposit Calculations: (Cont'd.)

- (i) the billing history of the customer;
- (ii) information provided in the application by the customer about the expected load and use of service;
- (iii) information contained in a load study of the premises prepared by the Village; and
- (iv) the billing history of the previous customer, provided there have been no significant changes in the load.

(c) Deposit Review:

- (1) The Village shall, at the first anniversary of the receipt of the deposit and at least biennially thereafter, review the billing history of every customer who has a deposit with the Village to assure that the amount of the deposit conforms to the limitations contained in subdivision (b) of this section. This requirement does not limit the right of the Village to review a deposit at any time.
 - (i) If a deposit review shows that the deposit held falls short of the amount that the Village may lawfully require by 25 percent or more, the Village may require the payment of a corresponding additional deposit amount from the customer.
 - (ii) If a deposit review shows that the deposit held exceeds the amount that the Village may lawfully require by 25 percent or more, the Village shall refund the excess deposit to the customer in accordance with subdivision (f) of this section.

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)B. Application: (Cont'd.)4. Security Deposits -- Non-residential Customers: (Cont'd.)(c) Deposit Review: (Cont'd.)

- (2) Upon request of a customer for a downward revision of the deposit, which request is substantiated both by the customer's billing history and by a permanent documented change in load and consumption, the Village shall refund any portion of the deposit in excess of the amount the Village may lawfully require in accordance with subdivision (f) of this section.

(d) Deposit Alternatives:

- (1) The Village shall accept deposit alternatives which provide a level of security equivalent to cash, such as irrevocable bank letters of credit and surety bonds.
- (2) The Village may, at its discretion, accept from the customer in lieu of a deposit, a written promise to pay bills on receipt and a written waiver of the customer's right not to be sent a final termination notice until 20 calendar days after payment is due.

(e) Interest:

- (1) Every cash deposit shall accrue interest at a rate prescribed at least annually by the Commission in light of the current economic conditions and current charges paid for money borrowed by the Village, taking into account the expenses incurred by the Village in obtaining, handling, returning or crediting the sum deposited.
- (2) Interest shall be paid to the customer upon the return of the deposit, or where the deposit has been held for a period of one year or more, the interest shall be credited to the customer no later than the first bill rendered after the next succeeding first day of October and at the expiration of each succeeding one year period.

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

4. Security Deposits – Non-residential Customers: (Cont'd.)

(e) Interest: (Cont'd.)

- (3) Interest shall be calculated on the deposit until the day it is applied as a credit to an account or the day on which a refund check is issued. If the deposit is credited in part and refunded in part, interest shall be calculated for each portion up to the day of credit and refund.

(f) Deposit Return:

- (1) The Village shall return a deposit or a portion thereof plus the applicable interest in accordance with paragraphs (2) and (3) of this subdivision, as soon as reasonably possible, but no more than 30 calendar days after:
- (i) the day an account is closed;
 - (ii) the issuance date of the first cycle bill rendered after a three year period during which all bills were timely paid, provided there is no other basis for the Village to request a deposit under subparagraph (a)(1)(ii) of this section; or
 - (iii) a review pursuant to subdivision (c) of this section shows that deposit reduction is warranted.
- (2) A deposit or portion thereof plus the applicable interest that is subject to return under paragraph (1) of this subdivision;
- (i) shall be credited to the account it secured in the amount of any outstanding charges;

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

B. Application: (Cont'd.)

4. Security Deposits – Non-residential Customers: (Cont'd.)

(f) Deposit Return: (Cont'd.)

- (ii) may be credited to the account it secured in the amount of the next projected cycle bill, if applicable, and
- (iii) may be credited to any other account of the customer not secured by a deposit, in the amount of the arrears on that account.

- (3) If a balance remains after the Village has credited the customer's account(s) in accordance with paragraph (2) of this subdivision, a refund check shall be issued to the customer.

C. Fees:

- 1. All applications for service must be accompanied by a five (\$5.00) dollar application fee except as noted herein below.
 - (a) No fees will be required in the event that a customer requires a larger meter or service due to existing or tentative increases in the demand for electric energy.
- 2. A ten (\$10.00) dollar meter installation fee will be required for temporary service connection.
- 3. All applications for service after disconnection for non-payment must be accompanied by a reconnection fee in accordance with the following fee schedule:
 - (a) \$25 when a service is reconnected with Meter Department personnel during regular business hours.
 - (b) \$35 when a service is reconnected with Distribution Department personnel during regular business hours.
 - (c) \$50 when service is reconnected outside normal business hours.
- 4. The Village charge for late payment of bills will be 1½ percent (1½ %) for each monthly billing period for amounts billed, but for which the Village has not received payment by the "Due by" date on the bill. A Late payment charge shall not be applied on the arrears portion of balances restructured under a current Deferred Payment Agreement.

D. Fire Underwriters' Certificates:

In the case of a new installation or major revision thereto, the application for service must be accompanied by a certificate of inspection as issued by the New York Board of Fire Underwriters and such certificate must indicate that the premises in question fully comply with the regulations as prescribed by the New York Board of Fire Underwriters. This installation must also comply with Municipal laws and/or ordinances governing electric installations.

Date of Issue July 25, 2012Date Effective August 1, 2012Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of the Public Service Commission dated July 12, 2012 in
Case 11-E-0590

GENERAL INFORMATION

II. HOW SERVICE MAY BE OBTAINED: (Cont'd.)

E. Reserved for Future Use.

F. Minimum Insulation Standards for Residential Construction of Buildings:

Electric Service will not be provided to a new dwelling, or to an existing dwelling for the purpose of converting to electric space heating, unless the dwelling is in compliance with Parts 103 and 233 of Title 16 of the Official Compilation of Codes, Rules and Regulations of the State of New York – Minimum Insulation Standards for the Provisions of Gas & Electric Utility Service. Copies of the minimum standards are available at the Company office.

An applicant for expanded electric service to an existing dwelling for the purpose of supplying electric heat must provide to the Company a Certificate of Compliance in one of the forms prescribed below.

Village of Rockville Centre
Certificate of Compliance
Dwelling Converting to Electric Space Heat

I, I _____ am aware that the Minimum Insulation
(Owner)

Standards for Dwellings Converting to Electric Space Heat require my house to have storm doors, storm windows and at least R-19 (usually six inches) roof insulation. I certify that my building at _____ meets those requirements, or that I have obtained a waiver, and I
(Location)
understand that should my building be found not in compliance, a 25 percent surcharge on my utility bill may be imposed or electric service may be discontinued.

The undersigned attest that all statements and representations contained in this certificate are true and accurate.

Signature of Owner

Address

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

F. MINIMUM INSULATION STANDARDS FOR RESIDENTIAL CONSTRUCTION
OF BUILDINGS (Cont'd.)

2. I have inspected the building at _____
(Location)

owned by _____ and certify that it meets the requirements
(Owner)

of the Minimum Insulation Standards for Dwellings Converting to Electric Space Heat.

The undersigned certifies that a properly executed copy of this certificate
will be delivered to the owner and further attests that all statements and
representations contained in this certificate are true and accurate.

Date

Signature of Contractor or
Inc. Village of Rockville Centre Representative

Date of Issue September 29, 1980

Date Effective November 1, 1980

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

III. HOW SERVICE MAY DISCONTINUED

- A. By customer – In accordance with the terms of contract as indicated under the service classifications under which said customer is receiving electric service from the Village.
- B. By the Village –
1. Non-payment of bills (See Section VIII)
 2. Protection against fraud. (See Section XVI-B)
 3. Dangerous electrical installation. (See Section II-D)
 4. Failure to maintain proper power factor as hereinafter described.
(See Section XIII)

IV. METERINGA. Type of Meters

Metering of all electric energy will be done by meters owned by the Village.

B. Number of Meters

The Village will install upon the request of the customer as many meters as such customer shall desire provided that the circuit or circuits connected to each meter are kept separate from all other circuits. Service so rendered through each meter so installed shall be subject to a separate minimum charge and all rate provisions of the Service Classification applicable shall be applied separately to the service supplied through each meter.

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS

A. Meter Reading and Billing:

1. All bills except those rendered for residential service under Service Classification No. 3 will be rendered on a monthly basis and such billing will be for a period of not more than 33 days, nor less than 27 days. Bills for greater or lesser periods will be pro-rated.
2. Billing for electric energy furnished under residential Service Classification No. 3 may be either on a monthly or bi-monthly basis. In the event that bi-monthly meter readings and billings are used, the customer shall be furnished with a postage paid postcard on which he may indicate the position of the meter dial, as of a specified date, in the event that he should rather be billed on a monthly basis. Meter readings on a bi-monthly basis shall be for a period not to exceed 66 days nor for a period less than 54 days. Billing for periods less than or more than the above specified limits will be made on a pro-rated basis.
3. Effective November 29, 1985, the Village shall offer any residential customer, 62 years of age or older, a plan for payment, as required by Public Service Law Section 38, of charges for service rendered, provided that such customer's average annual billing is not more than \$150.
4. In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The Village will establish an account in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a copy of the entire rules governing shared meters from the Village's office.

B. Payment of Bills

Bills rendered for electric service are payable only at the office of the Electric Light Department, located in the Municipal Building, Rockville Centre, New York.

C. Estimated Bills – Residential Customers:

In the event of meter failure or the inability of the meter reader to gain access to the premises, the Village reserves the right to estimate the amount of electric energy consumed during the period of such failure, upon the basis of previous consumption or the best information available.

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

D. Meter Reading and Estimated bills – Non-residential Customers: (Cont'd.)

(a) Meter Reading:

- (1) The Village shall make a reading attempt, to obtain an actual reading for every customer's account, on the regularly scheduled basis provided for in Rule A. above.
- (2) A reading attempt requires that a meter reader visit the premises between 8:00 a.m. and 5:00 p.m. on a business day and follow any routine access instructions.
- (3) Where circumstances beyond the Village's control prevent the Village from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading the Village shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date.
- (4) Where the Village did not obtain an actual reading from the meter(s) of a demand account at the time of a regularly scheduled or follow-up reading attempt, the Village shall make another reading attempt as soon as possible and within seven calendar days after its last attempt.
- (5) Where the Village has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Village shall, at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.
- (6) Where the Village has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Village shall, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

D. Meter Reading and Estimated Bills – Non-residential Customers: (Cont'd.)

(a) Meter Reading: (Cont'd.)

- (7) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Village shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card for the non-demand meter.

(b) Estimated Bills – Non-residential Customers:

- (1) The Village may render an estimated bill for a regular cycle billing period only when:
- (i) the Village has failed to obtain access to the meter(s);
 - (ii) circumstances beyond the control of the Village made obtaining an actual reading of the meter(s) extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Village advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected;
 - (iii) the Village has good cause for believing that an actual or customer reading obtained is likely to be erroneous; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Village initiating corrective action before the rendering of the next cycle bill;
 - (iv) circumstances beyond the control of the Village prevented the meter reader from making a premises visit;
 - (v) an actual reading was lost or destroyed; provided, however, that an estimated bill for this reason shall be rendered no more than once without the Village initiating corrective action before the rendering of the next cycle bill;

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

D. Meter Reading and Estimated Bills – Non-residential Customers: (Cont'd.)

(c) No Access Procedure: (Cont'd.)

(3) The series of no access notices shall be as follows:

- (i) The first notice shall advise the access controller that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller prior to that date, a no access charge will be added to the access controller's next bill and to every bill thereafter until access to the customer's meter is provided, but that no charge will be imposed if an appointment is arranged and kept. The notice shall advise the access controller that the Village will arrange a special appointment for a reading of the customer's meter if the access controller calls a specified telephone number. Where the access controller is not the customer of the subject account, the notice shall begin by stating that the Village records indicate that the recipient is the party who controls access to the meter of the customer, specifically identified as to address, part supplied, and account number, and that the Village has not been provided access to the customer's meter as required.
- (ii) The second notice shall advise the access controller of the no access charge that has been added to the access controller's bill and that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller prior to that date, another charge will be added to the access controller's next bill. The notice shall further explain that if the access controller's service can be physically terminated without obtaining access, steps to terminate service will follow; and that in the event that the access controller's service cannot be physically terminated, steps to obtain a court order to gain access to the customer's meter will follow. The notice shall advise the access controller that the Village will arrange a special appointment for a reading of the customer's meter if the access controller calls a specified number.

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

D. Meter Reading and Estimated Bills – Non-residential Customers: (Cont'd.)

(b) Estimated Bills – Non-residential Customers: (Cont'd.)

(vi) an estimated reading has been prescribed or authorized by the Commission for a particular billing cycle;

(vii) an estimated reading is the approved billing method in accordance with the Village's tariff for the billing; or

(viii) an unmetered condition was in existence during the period.

(2) Every estimated bill shall be calculated in accordance with an established formula or methodology which shall take into account the best available relevant factors for determining the customer's usage and, if applicable, demand usage.

(c) No Access Procedure:

(1) The Village shall begin providing no access notices commencing with:

(i) the second consecutive bill estimated pursuant to either subparagraph (b)(1)(i) or (ii) of this section in the case of accounts billed for demand;

(ii) the fourth consecutive bill estimated pursuant to subparagraph (b)(1)(i) or (ii) of this section in the case of accounts not billed for demand; or

(iii) the tenth consecutive bill estimated pursuant to subparagraph (b)(1)(i) or (ii) of this section based on a remote registration device or a customer reading.

(2) The no access notices and charges described in this subdivision shall be directed only to the access controller. In any case where the access controller is not the customer of the subject account, a copy of these no access notices shall also be sent to the customer at the same time.

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

D. Meter Reading and Estimated Bills – Non-residential Customers: (Cont'd.)

(c) No Access Procedure: (Cont'd.)

(iii) The third and each successive notice shall advise the access controller of the no access charge that has been added to the access controller's bill and, if the access controller's service can be terminated without obtaining access, shall be accompanied by a final notice of termination for non-access. In any case where the access controller's service cannot be physically terminated without obtaining access, the notice shall advise the access controller that the Village is seeking to obtain a court order to gain access to the customer's meter.

(4) The no access charge shall not exceed \$100.

(5) No more than \$100 per building or premises shall be added to any single bill of the access controller even though more than one meter is located there.

(6) The Village may, at its discretion, suspend temporarily the issuance of no access notices and/or penalties under this subdivision to accounts not billed for demand charges if the access controller contacts the Village and provides a legitimate reason for postponing the provision of access; provided, however, that such suspension may not exceed 90 calendar days.

E. Backbilling – Non-Residential Customers:

(a) Notice:

(1) Every backbill shall contain a written explanation of the reason for the backbill that shall be sufficiently detailed to apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a 24 month period, a statement setting forth the reason(s) the Village did not limit the backbill under subdivision (c) of this section.

(2) Every hackbill shall contain or be accompanied by all required information applicable under 16 NYCRR 13.11 – Contents of Bill.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

E. Backbilling – Non-residential Customers: (Cont'd.)

(a) Notice: (Cont'd.)

- (3) Every backbill covering more than a one month period, other than a catch-up backbill, shall contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated. All catch-up backbills shall clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.
- (4) A backbill shall be accompanied by an offer of a deferred payment agreement in accordance with Rule V.I. if applicable.

(b) Limitations on Backbill Rendering:

- (1) The Village shall not render a backbill more than six months after the Village actually became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
- (2) The Village shall not upwardly revise a backbill unless the first backbill explicitly stated that the Village reserved the right to do so, the revised backbill is rendered within 12 months after the Village actually became aware of the circumstance, error, or condition that caused the underbilling, and
 - (i) the customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
 - (ii) new information shows that the first backbill was incorrect.
- (3) The Village shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Village becomes aware that the first backbill was excessive.
- (4) The Village shall not render a backbill for any underbilling when the reason for the underbilling is apparent from the customer's service application, or could have been revealed in a service application and the Village failed to obtain and retain one.

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

E. Backbilling – Non-residential Customers: (Cont'd.)

(c) Limitations on Backbilling Period:

- (1) When the failure to bill at an earlier time was due to utility deficiency, the Village shall not bill a customer for service rendered more than 12 months before the Village actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Village can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.
- (2) The Village shall not bill a customer for service rendered more than 24 months before the Village actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Village can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

(d) Rebilling of Estimated Demands:

- (1) The Village shall not upwardly revise an estimated demand unless it can demonstrate that, for the period during which the demand was estimated, it complied with the meter reading requirements and the no access procedures of Rule V.D.(c) above.
- (2) All revised demands shall be based on the best available information including the customer's present and historical energy consumption and load factor.
- (3) No revised demand shall exceed 95 percent of the subsequent actual demand, unless the Village has, along with the estimated demand bill, offered a special appointment to read the meter, and the customer failed to arrange and keep such appointment, in which case the estimated demand may be revised up to the level of the subsequent actual demand.
- (4) The Village shall downwardly revise any estimated demand that exceeds the subsequent actual demand, within 30 calendar days after such actual demand was obtained.
- (5) The Village may only upwardly revise an estimated demand within 60 calendar days after the subsequent actual demand was obtained.

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

F. Levelized Payment Plan – Non-residential Customers:

(a) Obligation to Offer:

The Village shall provide a written notice offering a voluntary levelized payment plan designed to reduce fluctuations in payments caused by seasonal patterns of consumption to its eligible customers at least once in each 12 month period.

(b) Eligibility:

The Village shall offer a levelized payment plan to all non-residential customers except:

- (1) customers who have less than 12 months of billing history at the premises;
- (2) seasonal, short-term or temporary customers;
- (3) customers who have arrears;
- (4) customers who, for any reason, ceased being billed on a previous levelized payment plan before the end of the plan year in the past 24 months; or
- (5) customers whose pattern of consumption is not sufficiently predictable to be estimated on an annual basis with any reasonable degree of certainty.

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

F. Levelized Payment Plan – Non-residential Customers: (Cont'd.)

(c) Removal From Levelized Payment Plan:

- (1) A customer may request that the Village remove the customer from the levelized payment plan and reinstate regular billing at any time in which case the Village may immediately render a final levelized settlement bill, and shall do so no later than by the time of the next cycle bill that is rendered more than 10 business days after the request.
- (2) The Village may only remove a customer from the levelized payment plan if the customer becomes ineligible under subdivision (b) of this section and the Village has given the customer an opportunity to become current in payment if delinquency is the cause of the customer's ineligibility, provided further that such opportunity need only be given once in any 12 month period.

G. Interest on Customer Overpayments:

The Village shall provide interest on customer overpayments in accordance with 16 NYCRR 145. A customer overpayment is defined as payment by the customer to the Village in excess of the correct charge for electric service supplied to the customer which was caused by erroneous billing by the Village.

The rate of interest on customer overpayments shall be the greater of the unadjusted customer deposit rate specified by the Commission or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded.

The Village shall be required to pay interest on any customer refunds that occurred on or after March 20, 1984, except where customer overpayments are refunded within 30 days after such overpayment is received by the Village.

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

H. Contents of Bills – Non-residential Customers:

Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Village and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with this bill. Bills shall contain information required under 16 NYCRR 13.11.

I. Deferred Payment Agreement – Non-residential Customers:

(a) Village's Obligations:

(1) The Village shall provide a written notice offering a deferred payment agreement to an eligible non-residential customer at the following times:

(i) not less than five calendar days before the date of a scheduled termination of service for non-payment of arrears, as indicated on a final termination notice, or eight calendar days if mailed, provided the customer has been a customer for at least six months and the arrears on which the outstanding termination notice is based exceeds two months average billing; and

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

I. Deferred Payment Agreement – Non-residential Customers: (Cont'd.)

(a) Village's Obligations: (Cont'd.)

- (ii) when it renders a backbill, which exceeds the cost of twice the customer's average monthly usage or \$100, whichever is greater; provided, however, that the Village shall not be required to offer an agreement when the customer knew, or reasonably should have known, that the original billing was incorrect.

- (2) If the Village and a customer agree to terms of a deferred payment agreement in a telephone conversation, the Village shall send the customer two fully completed copies of the agreement, signed by the Village, for the customer to sign and return.

(b) Eligibility:

- (1) Any non-residential customer is eligible for a deferred payment agreement except the following:
 - (i) a customer who owes any amounts under a prior deferred payment agreement;
 - (ii) a customer who failed to make timely payments under a prior deferred payment agreement in effect during the previous 12 months;
 - (iii) a customer that is a publicly held company, or a subsidiary thereof;
 - (iv) a seasonal, short-term or temporary customer;
 - (v) a customer who, during the previous 12 months, had a combined average monthly billed demand for all its accounts with the Village in excess of 20 kW, or who registered any single demand on any account in excess of 40 kW;
 - (vi) a customer who the Village can demonstrate has the resources to pay the bill, provided that the Village notifies the customer of its reasons and of the customer's right to contest this determination through the Commission's complaint procedures.
- (2) The Commission or its authorized designee may order the Village to offer a deferred payment agreement in accordance with this rule to a customer whom it finds this rule intended to protect, when an agreement is necessary for a fair and equitable resolution of an individual complaint.

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

I. Deferred Payment Agreement – Non-residential Customers: (Cont'd.)

(c) Contents of Offer:

- (1) Every offer of a deferred payment agreement shall inform the customer of the availability of a deferred payment agreement for eligible customers set forth generally the minimum terms to which such customer is entitled, explain that more generous terms may be possible, and specify the telephone number and the times to call in order to discuss an agreement.
- (2) An offer pursuant to (a) (1)(i) of this rule shall also state the date by which the customer must contact the Village in order to avoid termination, and explain that the Village has the right to a larger down payment if the deferred payment agreement is not entered into until after a field visit to physically terminate service has been made.

(d) Terms of Agreement:

- (1) A deferred payment agreement shall obligate the customer to make timely payments of all current charges.
- (2) A deferred payment agreement offered pursuant to (a)(1)(i) of this rule may require the customer:
 - (i) to make a down payment of up to 30 percent of the arrears on which an outstanding termination notice is based, or the cost of twice the customer's average monthly usage, whichever is greater plus the full amount of any charges billed after the issuance of the termination notice which are in arrears at the time the agreement is entered into; or
 - (ii) in the event a field visit to physically terminate service has been made, to make a down payment of up to 50 percent of the arrears on which an outstanding termination notice is based or the cost of four times the customer's average monthly usage, whichever is greater, plus the full amount of any charges billed after the issuance of the termination notice which are in arrears at the time the agreement is entered into; and

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GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

I. Deferred Payment Agreement – Non-residential Customers: (Cont'd.)

(d) Terms of Agreement: (Cont'd.)

- (iii) to pay the balance in monthly installments of up to the cost of the customer's average monthly usage or one-sixth of the balance whichever is greater; and
 - (iv) to pay a security deposit in three installments, 50 percent down and two monthly payments of the balance, if previously requested in accordance with Rule II.B.4.
- (3) A deferred payment agreement offered pursuant to (a)(1)(i) of this rule, may require the customer to pay the outstanding charges in monthly installments of up to the cost of one-half of the customer's average monthly usage or one twenty-fourth of such charges, whichever is greater.
 - (4) A deferred payment agreement may provide for a greater or lesser down payment, a longer or shorter period of time, and payment on any schedule, if mutually agreed upon by the parties.

(e) Broken Agreements:

- (1) The first time a customer fails to make timely payment in accordance with a deferred payment agreement, the Village shall give the customer a reasonable opportunity to keep the agreement in force by paying any amounts due under the agreement.
- (2) Except as provided in (1) above, if a customer fails to comply with the terms of a deferred payment agreement, the Village may demand full payment of the total outstanding charges and send a final termination notice in accordance with Rule VIII.B.1.(b)(3)(iii).

J. Deferred Payment Agreement – Residential Customers:

Generally the Company will offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 16 NYCRR 11.10 which sets forth in detail the procedures summarized here. The agreement will be made in duplicate on the form set forth in Rule XXI.4 of this tariff.

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

I. Deferred Payment Agreement – Residential Customers: (Cont'd.)

(a) Eligibility:

All residential customers and applicants are eligible for an agreement unless the customer has broken an existing payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.

(b) Written Offers:

A specific written offer will be made to eligible customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a customer has broken an agreement that was for a shorter period than the standard agreement.

(c) Negotiating Agreements:

Before making a written offer, the Village will make a reasonable effort to contact eligible customers or applicants in order to negotiate agreement terms that are fair and equitable considering the customer's financial circumstances. The Village may, at its discretion, require the customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially. The Village also may postpone a scheduled termination for up to 10 days for the purpose of negotiating an agreement.

(d) The Standard Agreement:

If the Village and the customer or applicant are unable to agree upon specific terms, the Village will offer an agreement with the following terms:

- (1) A down payment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one month's average use, whichever is greater, or if the amount covered by the agreement is less than one-half of one month's average usage, 50 percent of such amount; and

GENERAL INFORMATION

V. METER READING, BILLING, COLLECTION AND ESTIMATED BILLS: (Cont'd.)

I. Deferred Payment Agreement – Residential Customers: (Cont'd.)

(d) The Standard Agreement: (Cont'd.)

- (2) monthly installments up to the cost of one-half of one month's average use or one-tenth of the balance, whichever is greater.

(e) Entering the Agreement:

The copy of the written agreement must be signed by the customer and returned to the Village in order to be valid and enforceable. In the case of customers who are subject to a final notice of termination, the signed agreement must be returned to the Village by the day before the earliest day on which termination may occur in order to avoid termination. If the agreement is not signed and returned as required, the Village will terminate service.

(f) Renegotiating Agreements:

If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Village will amend the terms of the agreement to reflect such changes.

(g) Broken Agreements:

If a customer fails to make timely payment of installments in accordance with a payment agreement, the Village will send a reminder notice before sending a final notice of termination. If a customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new agreement, the Village will demand full payment and send a final notice of termination in accordance with 16 NYCRR 11.4 and 11.10 and Rule VIII.A. of this tariff.

VI. ACCESS TO PREMISES

The Superintendent of Utilities or his authorized agent shall have full power and authority to enter the premises of any customer at all reasonable hours for the purpose of:

A. Reading meters.

B. Inspecting the connected load.

GENERAL INFORMATION

VII. IDENTIFICATION OF EMPLOYEES

All employees of the Village authorized to enter consumer premises as per Section VI above, shall be provided with an identification card which shall, in addition to certain physical data, have impressed upon such card the following:

1. A picture of the employee.
2. Signature of employee.
3. Signature of the Commissioner of Public Utilities.
4. Seal of the Incorporated Village of Rockville Centre

VIII.A. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT – RESIDENTIAL:

If any bill for the furnishing of electric service by the Village shall remain due and unpaid after the last day of the next succeeding month following the last monthly period for which such bill was rendered, the electric service may be discontinued in accordance with the following:

I. Notice of Discontinuance – Time:

- (a) The Village shall not discontinue the supply of electricity for non-payment of bills rendered for service or for failure to post a required deposit until –
 - (1) at least five days after written notice has been served personally upon the person supplied,
 - (2) at least eight days after mailing written notice in post-paid wrapper to the person supplied, addressed to such person at premises where service is rendered, or
 - (3) at least five days after the person supplied has either signed for or refused a registered letter containing written notice, addressed to such person at premises where service is rendered.
- (b) If the person supplied has specified to the Village in writing an alternate address for billing purposes, the notice authorized under paragraph (2) and (3) of subsection (a) shall be sent to such alternate address rather than to the premises where service is rendered.

Date of Issue November 9, 1987Date Effective December 21, 1987Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.A.DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
RESIDENTIAL: (Cont'd.)2. Notice of Discontinuance – Format:

Every notice indicating discontinuance of service shall –

- (1) clearly indicate in non-technical language:
 - (a) the reason for service discontinuance;
 - (b) the total amount required to be paid by the customer to avoid discontinuance of service, indicating the amount for which the customer's account is in arrears or the required deposit, if any, which must be posted by the customer, or both;
 - (c) a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of his service;
 - (d) the availability of Village procedures to consider customer complaints prior to discontinuance, including the address and phone number of the office of the Village the customer may contact in reference to his account; and
 - (e) the earliest date on which discontinuance may be attempted; and
- (2) have printed on the face thereof in a size type capable of attracting immediate attention, the following:

“THIS IS A FINAL DISCONNECT NOTICE. TO AVOID
INCONVENIENCE, BRING THIS NOTICE TO THE ATTENTION
OF THE VILLAGE WHEN PAYING THIS BILL.”

3. No Discontinuance Without Verification of Delinquent Account

The Village shall not discontinue service for non-payment of bills rendered or for failure to post a required deposit unless:

- (a) it has verified that payment has not been received at any office of the Village or at any office of an authorized collection agent through the end of the notice period required by this part; and
- (b) it has verified on the day disconnection occurs that payment has not been posted to the customer's account as of the opening of business on that day, or, shall have complied with procedures established pursuant to Section 4.(2) of this part.

Date of Issue November 9, 1987

Date Effective December 21, 1987

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.A. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT – RESIDENTIAL: (Cont'd.)4. Rapid Posting of Payments in Response to Notices of Discontinuance:

The Village shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such a notice has been issued to the attention of the Village or its collection agents, shall either:

- (1) be posted to the customer's account on the day payment is received; or
- (2) be processed in some manner so that discontinuance will not occur.

5. Days When Discontinuance of Service is Not Permitted:

- (a) The Village shall not discontinue service to any person for non-payment of bills or for failure to post a required deposit on a Saturday, Sunday, public holiday, or day on which the main business office of the Village is not open for business. For purposes of this section, the term "public holiday" refers to those holidays enumerated in the General Construction Law.
- (b) The Village shall not discontinue service to any residential customer for non-payment of bills or for failure to post a required deposit on a Friday, or the day immediately preceding a day on which the Village Hall is not scheduled to be open for business, or the day immediately preceding a public holiday, or during a two week period encompassing Christmas and New Year's Day.
- (c) A residential customer may designate a third party to receive a copy of every notice of discontinuance of service sent to such residential customer, provided that such third party indicates in writing his or her willingness to receive such notices. The Village shall notify residential consumers annually of the availability of the third party notice procedure.

6. No Additional Notice Required When Payment by Check is Subsequently Dishonored:

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of the customer's account and the Village shall not be required to issue additional notice prior to discontinuance.

Date of Issue November 9, 1987Date Effective December 21, 1987Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.A. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT
RESIDENTIAL: (Cont'd.)

7. Discontinuance of Service to Entire Multiple Dwellings:

- (a) The Village shall not discontinue service to an entire multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law) without giving the notices specified in Section 116 of the Public Service Law, provided that where any of the notices required thereunder are mailed in a post-paid wrapper there shall be no discontinuance of service until at least 18 days after the mailing of such notices.
- (b) Section 3 through 6 shall be applicable with respect to the discontinuance of service to entire multiple dwellings.

8. Complaint Procedures:

Any complaint filed with the Village regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in Subchapter D, Chapter II, Title 16 of the New York Code of Rules and Regulations, Part 143 – Notices of Discontinuance and Complaint Procedures, Sections 143.8 and 143.9.

The Village may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Village's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Village's office.

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL:1. Termination of Service(a) Conditions for Termination:

- (1) Except in the case of tampered equipment as provided by paragraph (2) of this rule and 2, the Village will only terminate service to a customer if it provides advance final notice of the termination and fulfills all other requirements of this rule when the customer:
 - (i) fails to pay any tariff charge due on the customer's account for which a written bill itemizing the charge, in conformance with 16 NYCRR 13.11 regarding contents of bill, has been sent, except for charges that reflect service used more than six years prior to the time the bill first containing these charges was rendered, which charges must be pursued by other methods of collection;
 - (ii) fails to pay amounts due under a deferred payment agreement;
 - (iii) fails to pay a security deposit in accordance with Rule II.B.4;
 - (iv) fails to provide reasonable access to the premises for necessary or proper purposes in connection with rendering of service, including meter installation, reading or testing, or the maintenance, or removal, or securing, of the Village's property, so long as the requirements of Rule V.D.(c) have been met, and the customer has not advised the Village that the customer does not and who does have control over access; or
 - (v) fails to comply with a provision of the Village's tariff which permits the Village to refuse to supply or to terminate service.
- (2) The Village may terminate service to a customer without providing advance notice of the termination and without fulfilling the other requirements of this rule when it finds service being supplied through tampered equipment provided that the Village:
 - (i) has evidence that the customer opened the account and used the service prior to the creation of the condition or that the customer knew, or reasonably should have known, that service was not being fully billed;
 - (ii) has rendered a written unmetered service bill in accordance with 16 NYCRR 13.11(e);
 - (iii) has made reasonable efforts to provide to a person in charge of the premises:
 - (a) the written unmetered service bill; and

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)1. Termination of Service: (Cont'd.)(a) Conditions for Termination: (Cont'd.)

- (2)(iii) (b) oral notice of the conditions, if any, under which the utility will continue service, which may include the payment by cash, certified check, or money order within two hours, of some portion of the bill up to, but not exceeding, 50 percent; and
- (iv) has not received the requirement payment.

(b) Final Notice of Termination:

- (1) A final notice of termination shall state:
- (i) the reason(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided;
 - (ii) the earliest date on which termination may occur;
 - (iii) the address and phone number of the office of the Village that the customer may contact in reference to customer's account;
 - (iv) that Village procedures are available for considering customer complaints prior to discontinuance;
 - (v) that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Village's handling of the complaint, including the address and phone number of the appropriate Commission office;
 - (vi) that it is a termination notice which should be brought to the attention of the Village when the bill is paid;
 - (vii) that payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and
 - (viii) that at the time the Village goes to the premises to terminate service, it may require any payment to be made with cash, certified check, or money order if the customer has, within the last 24 months, paid with a check that was dishonored.
- (2) A final notice of termination may contain any additional information not inconsistent with this rule.
- (3) A final notice of termination may not be issued or sent unless at least 20 calendar days have elapsed from the date payment was due, or the date given in a written notice to cure a tariff violation, or where as provided in Rule V.D.(c)(3)(iii) the reason for the notice is the failure to provide access, except that a final notice of termination for non-payment may be issued or sent on or after the date payment was due in the following circumstances:

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)1. Termination of Service: (Cont'd.)(b) Final Notice of Termination: (Cont'd.)

- (i) when any portion of the charge that the customer has failed to pay is for unmetered service that was being supplied through tampered equipment and for which an unmetered service bill in accordance with 16 NYCRR 13.11(e) has been rendered;
 - (ii) when the charge that the customer has failed to pay is the installment amount due in accordance with a deferred payment agreement; or
 - (iii) when the Village has accepted a written waiver of the customer's right not to be sent a termination notice in accordance with the provisions of Rule II.B.4(d)(2).
- (4) A final notice of termination shall not be sent while a complaint is pending before the Village or the Commission for non-payment of the disputed charges or for any other reason that is the subject of the complaint as provided in 16 NYCRR 12.3. Nothing in this rule bars the Village from sending such notice for non-payment of undisputed charges or for reasons not at issue in the complaint.

(c) Physical Termination of Service:

- (1) The Village shall not terminate service for the reasons set forth in paragraph (a)(1) of this rule:
- (i) for five calendar days after a final notice of termination has been personally served upon the customer; or
 - (ii) for eight calendar days after a final notice of termination has been mailed to the customer at the location where service is rendered or to any alternative address for mailing purposes previously provided to the Village.
- (2) The Village shall not terminate service under this rule on:
- (i) a Saturday or Sunday;
 - (ii) a Public Holiday as defined in the General Construction Law;
 - (iii) a day on which the business offices of the Village are closed for business, or
 - (iv) a day on which the Public Service Commission is closed.
- (3) On days when termination may occur, the Village may terminate service between the hours of 8:00 a.m. to 6:00 p.m., except that on days preceding the days listed in paragraph (2) of this rule, termination may only occur after 3:00 p.m. if the customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Village is prepared to accept a check for any payment required to avoid termination.

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)1. Termination of Service: (Cont'd.)(c) Physical Termination of Service: (Cont'd.)

- (4) The Village shall not terminate service unless it shall have verified on the day termination is scheduled that payment has not been posted to the customer's account as of the opening of business on that day, or shall have complied with procedures established pursuant to (d)(2) of this rule.
- (5) Consistent with this rule, the Village shall strive to physically terminate service whenever a final notice of termination is sent.
- (6) The Village shall not terminate service more than 60 calendar days after issuance of the final termination notice, unless it has during that time, issued a termination reminder notice that states the current arrears due, if applicable. The Village shall not terminate service more than 90 calendar days after issuance of the final termination notice unless it has, during that time, issued a termination reminder notice that contains all the information required in (b) of this rule.
- (7) The Village shall not terminate service while a complaint is pending before the Village or the Commission and for eight calendar days after resolution by the Village or by the Commission or its authorized designee, for non-payment of the disputed charges or for any reason that is the subject of the complaint as provided in 16 NYCRR 12.3. Nothing in this rule bars the Village from termination for non-payment of undisputed charges or for reasons not at issue in the complaint.

(d) Rapid Posting of Payments:

The Village shall establish written procedures to ensure that any payments made in response to final notices of termination when the customer brings the fact that such a notice has been issued to the attention of the Village or its collection agents:

- (1) are posted to the customer's account on the day payment is received; or
- (2) are processed in some manner so that termination will not occur.

Date of Issue November 9, 1987Date Effective December 21, 1987Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)1. Termination of Service: (Cont'd.)(e) Payment at the Time of Termination:

- (1) If a customer claims, at the time that termination for non-payment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Village or the Commission with regard to the charges demanded, the Village's field representative shall make a reasonable effort to verify this information with the Village office representative and shall not terminate service for non-payment of any verified disputed amount.
- (2) If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Village representative shall accept such payment and not terminate service.
- (3) If an eligible customer signs a deferred payment agreement in accordance with Rule V.1 for the full amount that forms the basis for a scheduled termination and offers payment of the required down payment at the time of termination, the Village representative shall accept such down payment and not terminate service. If the Village allows the customer an extension of time to go to a business office to sign the deferred payment agreement, and the customer agrees to do so and offers payment of the required down payment, the Village representative shall accept such down payment and not terminate service; provided, however, that the Village may terminate service without further notice if the customer fails to sign the agreement within the specified time.
- (4) If a customer has, within the last 24 months, paid for service with a check that was dishonored, the Village has the right to accept only cash, certified check, or money order as payment under paragraphs (2) or (3) of this rule.
- (5) Whenever payment is made at the time of termination, the Village's field representative shall provide a customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Village representative.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)1. Termination of Service: (Cont'd.)(f) Dishonored Checks:

Receipt of a subsequently dishonored negotiable instrument in response to a notice of termination or tendered to the Village representative, shall not constitute payment of a customer's account and the Village shall not be required to issue additional notice prior to termination.

(g) Applicability:

(1) Nothing in this rule shall affect the Village's right to suspend, curtail or disconnect service:

- (i) when there is no customer and service is being provided through tampered equipment;
- (ii) when there is no customer and the Village can show that the user will require service for a period of less than one week, provided that it makes a reasonable effort to advise the user before disconnection and to provide the user an opportunity to apply for service;
- (iii) when there is no customer and the Village has provided advance written notice to the occupant stating its intent to disconnect service unless the responsible party applies for service and is accepted as a customer, and advising the occupant of the location of the nearest Village business office where application can be made, either by posting 48 hours or by mailing at least five and no more than 30 calendar days before disconnection; or
- (iv) as permitted under Rule 2. of this section.

(2) Nothing in this rule shall affect the Village's obligation to comply with the additional requirements set forth in 16 NYCRR 11.7 and 11.8 relating to termination of service to entire multiple dwellings and two-family homes.

2. Disconnection Without Notice:(a) Emergency Disconnections:

The Village may only suspend, curtail or disconnect service to a building, unit or piece of equipment, without the notice required under Rule 1. above when:

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)2. Disconnection Without Notice: (Cont'd.)(a) Emergency Disconnections: (Cont'd.)

- (1) an emergency may threaten the health or safety of a person, a surrounding area, or the Village's transportation or distribution systems;
- (2) there is a need to make permanent or temporary repairs, changes or improvements in any part of the system;
- (3) there is a governmental order or directive requiring the Village to do so.

(b) Notice:

The Village shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service will be interrupted for any of the above reasons.

(c) Restoration of Service:

The Village shall act promptly to restore service as soon as possible after Disconnection under this rule; provided, however, that service need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Village has the lawful right to terminate service for another reason pursuant to this rule or Rule I.

3. Reconnection of Service:(a) Obligation to Reconnect:

- (1) The Village shall reconnect service that has been terminated solely for non-payment of bills for any tariff charge or a security deposit within 24 hours of the customer's request for reconnection, receipt by the Village of the lawful reconnection charge, any other charges, fees or penalties due, legal fees, court costs, and disbursements, if applicable, and either:
 - (i) the full amount of arrears and/or a security deposit for which service was terminated, and any other tariff charges billed after the issuance of the termination notice which are in arrears at the time reconnection is requested; or
 - (ii) the signing of a deferred payment agreement in accordance with Rule V.I for the amounts set forth in subparagraph (i) of this paragraph, and the receipt of a down payment, if required under the agreement.

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)3. Reconnection of Service: (Cont'd.)(a) Obligation to Reconnect: (Cont'd.)

- (2) The Village shall reconnect service that has been terminated solely for failure to provide access within 24 hours of the customer's request for reconnection, provided the customer has allowed access and has made a reasonable arrangement for future access.
- (3) The Village shall reconnect service that has been terminated solely for a violation of the tariff within 24 hours of a customer's request for reconnection and, at the option of the Village, either receipt by the Village of adequate notice and documentation, or a field verification by the Village, that the violation has been corrected; provided, however, that the field verification, if required, shall be arranged within two business days of the customer's request or such later time as may be specified by the customer.
- (4) The Village shall reconnect service that has been terminated for two or more independent reasons when the customer has requested reconnection and has satisfied all conditions for reconnection. The reconnection shall be accomplished within the time period applicable to the last condition satisfied under paragraph (1), (2) or (3) of this rule.
- (5) The Village shall reconnect service that has been terminated within 24 hours after the direction of the Commission or its designee, which direction may occur only where the termination was in error, or the customer has filed a complaint with the Commission and has either paid in full the undisputed amount established pursuant to 16 NYCRR 12.3, or has entered into a deferred payment agreement in accordance with Rule V.I for such amount and has paid the required down payment.

(b) Inability to Reconnect:

Whenever circumstances beyond the Village's control, as set forth in Rule II.B.3.(a)(1)(i) – (iii), prevent reconnection of service within 24 hours of any of the events specified in paragraphs (a) (1) – (5) of this rule, service shall be reconnected within 24 hours after those circumstances cease to exist.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.B. DISCONTINUANCE OR WITHHOLDING OF SERVICE FOR NON-PAYMENT –
NON-RESIDENTIAL: (Cont'd.)

4. Complaint Procedures:

(a) Complaints to the Village:

- (1) Complaints to the Village shall be promptly acknowledged, fairly investigated in a reasonable period of time, and the results of such investigation promptly reported to the complainant in plain language.
- (2) The Village shall refrain from sending a final notice of termination or from terminating service after the filing of a complaint with the Village as set forth in (b)(4) and (c)(7) or Rule 1.
- (3) If the report of the investigation is made orally, the Village shall provide the customer with the report in writing upon request.
- (4) At the time the Village communicates its final response to a customer's complaint, it shall, if the complaint resolution is wholly or partially in the Village's favor, inform the customer of the Commission's complaint handling procedures, including the Commission address and telephone number.

(b) Complaints to the Commission:

- (1) If a customer is unable to reach a satisfactory resolution of a dispute with the Village, the customer may complain, either orally or in writing, to the Commission, pursuant to 16 NYCRR Part 12.
- (2) The complaint of a customer to the Commission shall be handled in accordance with the procedures set forth in 16 NYCRR Part 12.

- (c) Copies of the Village's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Village's business office.

VIII.C. NOTICE REQUIREMENTS – NON-RESIDENTIAL CUSTOMERS:

(a) Annual Notice of Rights:

- (1) The Village shall, at the time of application for service and at least annually after service is initiated, provide applicants and customers with a brochure containing a detailed summary of their rights and obligations under 16 NYCRR Part 13, a notice describing the commonly used non-residential service classifications and their rates, an offer of written guidelines regarding eligibility requirements for the Village's service classifications, notice that the Village's tariff is available for review in the Village's business office, and notice that some non-residential customers may be eligible for protections under 16 NYCRR Part 11.

GENERAL INFORMATION

VIII.C. NOTICE REQUIREMENTS – NON-RESIDENTIAL CUSTOMERS: (Cont'd.)(a) Annual Notice of Rights: (Cont'd.)

- (2) The notice required at the time of application for service shall be provided with the service application to an applicant from whom a written application is required and by mail within 30 calendar days of the request for service to an applicant from whom a written application is not required.

(b) Periodic Notices:

- (1) An accounting for the deposit held on an account showing the interest earned during the current year and either the date the deposit was obtained or the length of time that the deposit has been held shall be provided annually to every customer having a deposit with the Village.
- (2) A notice explaining how an increase in the customer's usage might require the Village to install a demand meter and, in some cases, the customer to make electric installation modifications, shall be provided annually to every non-demand electric customer.
- (3) A notice advising the customer of any change made in the customer's service classification and the reason for the change shall be provided to the customer at the time of the change.
- (4) A notice advising a customer whether the Village records show that the customer, or some other party, has control over access to the meter, that the customer has an obligation to tell the Village who controls access and that, if the Village records that show that the customer has access are not corrected, the customer may be subject to future notices and penalties due to the Village's failure to obtain access shall be provided to every customer at the time a second consecutive estimated bills is rendered.
- (5) A notice explaining the Village's right to revise estimated demand charges, that such revision may be to the customer's disadvantage and that revision of demand charges may be avoided by arranging access, shall be provided to every demand customer at least annually and whenever an estimated demand bill is rendered.

Date of Issue November 9, 1987Date Effective December 21, 1987Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

VIII.D. INSPECTION AND EXAMINATION OF VILLAGE APPARATUS – NON-RESIDENTIAL CUSTOMERS:(a) Right to Inspect:

A duly authorized officer or agent of the Village may enter, at all reasonable times, any building or other location supplied with service by the Village for the inspection and examination of meters, wires and works for supplying or regulating the supply of electricity and of ascertaining the quantity of electricity supplied, provided such agent exhibits a photo-identification badge and written authority as provided in Section 65(9) of the Public Service Law.

(b) Duty to Inspect:

Except to the extent prevented by circumstances beyond its control, the Village shall conduct a field inspection as soon as reasonably possible and within 60 calendar days of the following:

- (1) a request contained in a service application pursuant to Rule II.B.3(b)(6);
- (2) a reasonable customer request;
- (3) the issuance of a field inspection order in accordance with an automatic Village bill review program;
- (4) notification from any reasonable source that service may not be correctly metered;
- (5) a directive by the Commission or its authorized designee.

(c) Penalty:

A customer who, at any time, directly or indirectly prevents or hinders a duly authorized officer or agent of the Village from entering the building or location, or from making an inspection or examination, at any reasonable time, may be billed a \$100 penalty charge for each such offense as provided in Section 65(9) of the Public Service Law.

(d) Other Rights:

Nothing contained in this rule shall be construed to impair the Village's rights as to any other person who prevents access to Village meters and/or equipment.

GENERAL INFORMATION

IX. LINE EXTENSIONS:A. Compliance:

When an application is made for service which requires extension of distribution facilities or of service line, the Village will comply with all the regulations contained in 16 NYCRR Parts 98, 99 and 100.

B. Distribution Line Maintenance:

The Village shall maintain distribution facilities if the Village installed them, or if the applicant installed them pursuant to the tariff. The Village shall maintain distribution line installed by an applicant in the past if the Village allowed the applicant to make the installation, and provided the customer grants necessary easements.

C. Service Line Maintenance:

The Village shall maintain service lines only if the Village both installed and was responsible for bearing the cost of installing the service line.

D. Rights of Way:

In any situation where the Village is responsible under the tariff for installing facilities, and any right of way agreements are necessary, the applicant must either deliver to the Village any such right of way agreements, or must pay the Village the cost of acquiring such agreements.

E. Underground Line Extensions:

Where the Village is required, by the Commission or other governmental authority, to provide underground electric service to residential customers, the Village will bear the cost of up to a total of 100 feet (measured from the connection point on the bottom of the riser pole for overhead to underground service) of underground distribution (including supply) and/or service line per dwelling unit. The applicant will pay the actual cost for all additional electric facilities required to provide service. The applicant will pay actual costs until there is sufficient data to provide a reasonable average cost, as required by the regulations. The Village is required by the Public Service Commission to install facilities underground to serve a new residential subdivision or multiple occupancy building under the circumstances specified in 16 NYCRR §100.1(b).

When a residential applicant requests underground service line, where it is not required by the Commission or other governmental authority, or when a

Date of Issue October 10, 1997

Date Effective December 10, 1997

Issued by Paul J. Pallas, Superintendent of Electric Utilities, Rockville Centre, NY 11571

Issued in compliance with order of the Public Service Commission dated
November 15, 1995 in Case 92-M-0607

GENERAL INFORMATION

IX. LINE EXTENSIONS: (Cont'd.)

non-residential applicant requests underground service, the cost which the Village shall bear is the material and installation costs for up to 500 feet of overhead distribution line (and, in the case of a residential applicant, up to 100 feet of overhead service line) measured as indicated in the preceding paragraph.

In the case where a residential applicant requests an underground service in an area where overhead distribution exists, the residential applicant is required to install and maintain the entire underground service from the metering point to the base of the connection pole.

When the Village chooses to provide underground service, where it is not required by the Commission or other governmental authority, it will absorb all the costs that exceed the amount the residential applicant would have paid for overhead service. Since under the Village's tariff the applicant is required to install his own underground service line, the Village will give a residential applicant a credit or refund for the amount of the service line (if any) which the utility is required to provide at no cost. In residential subdivisions, the Village will allow the applicant to trench the distribution and service extensions, and will credit the applicant for this contribution or reduce the applicant's share of the line extension costs accordingly.

F. Overhead Line Extensions:

Where permitted to extend a distribution and/or service line overhead, the Village will bear the material and installation costs of up to 500 feet of overhead distribution line in the case of single-phase or 300 feet in the case of three-phase service (measured in the same manner as stated earlier for the underground allowance), and, in the case of an applicant for residential service, of up to 100 feet of service line.

G. Payment:

Applicants shall make lump sum payments for all line extension charges, except that an applicant for service to a residential building in which the applicant personally will reside, whose line extension charges (including any right of way costs due to the Village) exceed \$1000 shall have the option of paying, with interest, a surcharge for up to 10 years to be calculated as in Opinion 93-20, Case 92-M-0607.

GENERAL INFORMATION

IX. LINE EXTENSIONS: (Cont'd.)H. Reporting:

The Village shall report every year, by letter, to the Commission the actual average cost per foot it experienced the previous year for all underground distribution, and all service line extensions in residential subdivisions and multiple occupancy buildings. The timing of the annual filing and specific data required is contained in section 98.6 of the Commission's regulations. If the Villages does not install any distribution and/or service line extensions in subdivisions or multiple occupancy buildings then it should report the fact to the Commission each year.

X. Discontinued

XI. CUSTOMER'S EQUIPMENT:

- A. The consumer will be required to furnish all wiring and equipment from the point of connection to the Village's service connection, as defined in Section IX, such equipment to include that as listed below but to exclude meters and metering transformers except as noted below:

Service entrance

Meter box and panel

Switching equipment & transformer cabinets

Metering transformers (high tension service only)

Date of Issue October 10, 1997

Date Effective December 10, 1997

Issued by Paul J. Pallas, Superintendent of Electric Utilities, Rockville Centre, NY 11571

Issued in compliance with order of the Public Service Commission dated
November 15, 1995 in Case 92-M-0607

GENERAL INFORMATION

- B.
1. The consumer will be required to provide a galvanized iron eyebolt or bolts, not smaller than three-eighths (3/8") inches, firmly embedded in the wall for the attachment of the Village's service connection or other method as required to provide adequate support of the service wire.
 2. The Village will use reasonable care and diligence in making its service connection to buildings but shall not be held liable for any defacing or injury caused to the building due to the wire supports, either in installing them or in their continued service.

XII. POWER FACTOR

The Village reserves the right to make periodic tests for power factor, or to install suitable instruments to determine power factor over a period of time on any power installation. The Village further reserves the right to demand the installation of equipment for correcting low power factor on any installation which consistently continues to show power factor to be below 0.85. Failure to comply with this rule, within a reasonable period of time after due notice in writing has been given, may result in discontinuance of service.

Date of Issue May 26, 2004

Date Effective June 1, 2004

Issued by Paul J. Pallas, Superintendent of Electric Utilities, Rockville Centre, NY 11571

Issued in compliance with order in Case 03-E-1568

GENERAL INFORMATION

XIV. INTERRUPTION OF SERVICE

The Village will use reasonable diligence in providing a regular and uninterrupted supply of current, but should the supply be interrupted or fail by reason of accident, legal process, extraordinary repairs, or for any other reason, the Village shall not be held liable for such failure.

XV. CHARACTER OF SERVICE

The Village provides continuous sixty (60) cycle alternating current of voltage and phase characteristics as specified under the various service classifications.

XVI. SERVICE SWITCHES AND METER SEALS

- A. The meter boxes, transformer cabinets, meters and service switches used in supplying of electric energy to each individual consumer will be sealed by the Village. Tampering with or removal of these seals by persons other than authorized Village employees is a misdemeanor and the Village will prosecute any person or persons who violate this law.
- B. The Village reserves the right to discontinue electric service to any person or persons who knowingly tamper with or permit other persons to tamper with the seals and/or electric meters of the Village.

XVII. DAMAGE TO METERS

Damage to electric meters which can definitely be attributed to carelessness or neglect on the part of the consumer, will be billed to such consumer at the actual reasonable cost of making such repairs.

Date of Issue March 30, 1976

Date Effective May 5, 1976

Issued by C. P. Ketler, Chief Engineer, Rockville Centre, NY 11571

Effective April 15, 1976, under authority of Public Service Commission, State of New York, Order in Case No. 26795, dated April 12, 1976.

GENERAL INFORMATION

XVIII. FORM OF APPLICATION FOR ELECTRIC SERVICE:

A. Attached hereto below:

APPLICATION

NAME (Print) _____ RATE _____
 NEW ADDRESS _____ FLOOR _____ APT. _____
 OCCUPIED AS _____ OWNER _____ TENANT _____ DEPOSIT NO. _____
 BUSINESS ADDRESS _____ AMOUNT \$ _____
 NAME OF WIFE _____
 OR HUSBAND _____ OCCUPATION _____ DATE _____
 PRESENT ADDRESS _____

TURN ON	METER	ROUTE	TURN OFF	METER	ROUTE
_____	_____	_____	_____	_____	_____
		ACCOUNT NO.			ACCOUNT NO.
_____	_____	_____	_____	_____	_____
INSTALL	METER	ORDER	REMOVE	METER	ORDER
_____	_____	_____	_____	_____	_____

KEY AT _____

APPLICATION RECEIVED BY _____	INC. VILLAGE OF ROCKVILLE CENTRE, N.Y. ELECTRIC LIGHT DEPARTMENT is hereby requested to furnish the undersigned with electric service as indicated, at the above address such service to be supplied by the Village under its "Electric Service Rules" and "General Information and Rates Schedules" as filed with the New York State Public Service Commission and which are available for inspection at the office of the Electric Light Department, and to be paid for by the undersigned, in accordance therewith.
ORDER ISSUED BY _____	
DATE _____	
METER ORDER NO. _____	
REMARKS: _____	

CUSTOMER'S SIGNATURE _____

DATE _____

Date of Issue September 30, 1948Date Effective November 11, 1948Issued by C. P. Ketler, Comm. Public Utilities, Rockville Centre, NY

GENERAL INFORMATION

XIX. Resale

A. Non-Residential Buildings:

A customer may purchase electricity for resale under any service classification of this rate schedule that would be available if such electricity were not for resale and said customer may resell the electricity purchased to tenants on an individually metered basis subject to approval by the Public Service Commission in response to individual proposals concerning electric service furnished to:

- a) Master metered, new or renovated non-residential buildings; and
- b) Commercial occupants of cooperatives, condominiums, campgrounds, recreational trailer parks or recreational marinas whose occupants were purchasing individually metered electric service on May 21, 1980.

B. Residential Buildings:

Submetering, remetering, or resale of electric service shall not be permitted except as provided in paragraphs (a) through (e) of this Rule.

- a) Master Metered, New or Renovated Rental Units Owned or Operated by Private or Government Entities: Permitted upon Commission approval of application containing the information required by 16 NYCRR 96.2(b)(1) through (8) for Master Metered Units and (1) through (7) for New or Renovated Units.
- b) Master Metered Cooperatives and Condominiums: (1) Permitted upon certification that a majority of its shareholders, where all tenants are shareholders, and all non-shareholders, where one or more tenants are non-shareholders, favor submetering, that a rate cap equivalent to the Village's rate for directly metered service is provided, that grievance procedures are established, and that savings will be used for conservation efforts; and (2) Where one or more non-shareholder tenants refuse to agree, submetering shall be permitted only upon Commission approval of an application meeting the conditions set forth in 16 NYCRR 96.2(b)(1) through (7).

GENERAL INFORMATION

XIX. Resale: (Cont'd.)

B. Residential Buildings: (Cont'd.)

- c) Directly Metered Cooperatives and Condominiums: (1) Permitted where all tenants are shareholders (a) upon certification that 70% of shareholders favor submetering; and (b) provided that conditions set forth in paragraph (b)(1) of this Rule are met; and (2) Where one or more tenants are non-shareholders, submetering shall be permitted upon certification that all non-shareholder tenants have approved a plan that meets conditions set forth in paragraph (b)(1) of this Rule or, where one or more non-shareholders refuse to agree, submetering shall be permitted only upon Commission approval of an application meeting the conditions set forth in 16 NYCRR 96.2(b)(1) through (7).
- d) New or Renovated Cooperatives and Condominiums, Where all Tenants Will Be Shareholders: Permitted (1) upon Commission approval of (a) application containing verification that the building will be a condominium or cooperative; and (b) certification that the requirements as to rate cap, grievance procedures, and tenant protections are met, as provided in 16 NYCRR 96.2(f); and (2) upon certification that, in the event of transfer of control to the appropriate Cooperative or Condominium Board, the Board will submeter electricity according to plan set forth in paragraph (b)(1) of this Rule.
- e) Submetering shall be permitted in Master Metered and New or Renovated Campgrounds, Recreational Trailer Parks and Marinas.

On and after January 1, 1977, residential dwelling units shall be separately metered. Electric service will not be provided to rent-inclusive residential buildings in which the internal wiring has not been installed prior to January 1, 1977.

GENERAL INFORMATION

XX. ADJUSTMENT OF RATES DUE TO CHANGES IN COST OF FUEL

(a) Fuel Cost Adjustment

The energy rates for electric service under Service Classification Nos. 1, 3, and 5 shall be subject each month to an addition or a deduction for each \$.0001, or major fraction thereof, increase or decrease in the estimated cost of fuel per kWh above or below the specified base cost of fuel.

(b) Base Cost of Fuel

The base cost of fuel is \$0.04641 per kWh at the sales level.

(c) Estimated Cost of Fuel

The estimated cost of fuel shall be determined monthly by dividing the sum of the estimates of (1) cost of fuel used by the Village plus (2) the cost of **economy energy** (see Rule XX(e)) purchased for its customers, plus (3) the fuel cost associated with other energy purchased for its customers plus (4) any current or future NYISO-related charges and fees, including, but not limited to, ancillary services, plus (5) any future regional transmission organization-related charges and fees of any kind, plus (6) the costs of the annual renewable energy obligations (RECs), alternative compliance payments (ACPs) and the nuclear energy requirements (purchase of ZECs), pursuant to New York's Clean Energy Standard, by the estimated energy to be billed to the Village's customers for the upcoming month.

The estimated cost of fuel, as used herein, includes the cost of fuel, as billed by vendor, including all transportation taxes, if any, to the points at which the Village accepts delivery.

(d) Statement of Fuel Cost Adjustment

The rate of adjustment per kilowatthour, as determined above, shall become effective with the first billing cycle of the succeeding billing month and shall continue in effect until changed.

GENERAL INFORMATION

Not less than three business days prior to any change in the rate adjustment per kilowatthour resulting from this provision, a statement showing the base cost of fuel, the average cost of fuel the date at which and the period for which the average cost was determined, the amount of adjustment per kilowatthour, together with the period such rate adjustment per kilowatthour will remain in effect, will be duly filed with the Public Service Commission, apart from this Rate Schedule. Such statement will be available to the Public at Village offices at which applications for service may be made.

(e) Economy Energy

Economy energy is that energy purchased at a total charge equal to or less than the Village's avoided fuel cost.

(f) Monthly Reconciliation and Resulting Surcharge or Refund

The monthly forecast of fuel costs discussed in Section XX (c) and collected in current bills is subject to an after-the-fact reconciliation and surcharges or refunds on a 12-month rolling average basis. The surcharge or refund to recover electric fuel adjustment under-collections or refund electric fuel adjustment over-collections shall be computed as follows:

- (1) By taking the actual fuel costs, as defined in Section XX (c) above and subtracting therefrom an amount equal to:
 - (i) the base cost of fuel, as stated in (b) above, multiplied by the kWh billed to the Village's customers in the previous calendar month;
 - (ii) the electric fuel adjustment revenues collected from customers exclusive of revenue taxes; and
 - (iii) (a) the previous calendar month's over-collection, or (b) adding the previous calendar month's under-collection.
- (2) The amount derived in paragraph (1) above shall be divided by the monthly average of the estimated energy to be billed to the Village's customers for the current fiscal year. This amount in the reconciliation will be divided by 12 and added to the monthly reconciliations for the previous 11 months. This sum will be applied to the Fuel Adjustment for the month.
- (3) The determination period to be used in the computation of the surcharge or refund shall be a calendar month. The initial period shall be the month ended June 30, 2005. The surcharge or refund computation shall be filed with the Commission monthly with the statement of fuel cost adjustment.
- (4) The surcharge or refund shall be effective with the first billing cycle of each month. The initial surcharge or refund shall become effective with the first billing cycle in August, 2005.

Date of Issue July 25, 2012Date Effective August 1, 2012Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of the Public Service Commission dated July 12, 2012 in Case 11-E-0590

GENERAL INFORMATION

XX-A. Increase in Rates Applicable in Municipality Where Service is Supplied:

- (A) The rates and charges for service under all Service Classifications of this schedule including the fuel adjustment charge and minimum or customer charges, where applicable, shall be increased to reflect the aggregate percentage of the taxes imposed on the Village's electric revenues pursuant to Section 5-530 of the Village Law. The total of all rates and charges will be divided by a factor of 1 minus the tax rate for the appropriate municipality.
- (B) The applicable surcharge factor shall be set forth on statements filed with the Public Service Commission. Whenever a Village levies a new tax on the Village's gross revenues, repeals such a tax, or changes the rate of such tax the Village shall file a new statement.

Every such statement shall be filed not less than fifteen (15) business days before the date on which the statement is proposed to be effective, and no sooner than the date of the tax enactment to which the statement responds; shall become effective no sooner than the date when the tax enactment is filed with the Secretary of State; shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement; and shall be cancelled not more than five (5) business days after the tax enactment either ceases to be effective or is modified so as to reduce the tax rate.

Such statement will be available to the public at the Village office at which application for service may be made.

XX-B. New York State Temporary Energy and Utility Service Conservation Assessment Charge:

The rates and charges for service under all Service Classifications of this schedule including the fuel adjustment charge and minimum or customer charges, where applicable, shall have an additional charge for the Temporary State Assessment based on 2% of calendar year 2009 gross operating revenues from intrastate utility operations, exclusive of the first \$500,000 of revenue, less the amount of the General Section 18-a Assessment currently in base rates. For the year beginning July 1, 2010 the calculation results in a 2.78% surcharge. The rate will be adjusted annually to reflect subsequent years' gross operating revenue. This represents a surcharge imposed by New York State to encourage the conservation of energy, pursuant to Section 18-a of the Public Service Law, and is effective for the period July 1, 2009 through June 30, 2014.

Date of Issue June 16, 2010

Date Effective August 1, 2010

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order in Case 03-E-1568

GENERAL INFORMATION

XXI. FORMS:

I. Form of Application for Non-residential Service:

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

Electric Light Department

Municipal Bldg.

Rockville Centre, N.Y.

APPLICATION FOR NON-RESIDENTIAL ELECTRIC SERVICEGeneral Information:

Along with this application is a brochure which describes your rights and responsibilities as a non-residential customer.

Customer Information: (To be completed by customer)

Date Filed: _____

Name of Customer _____ ☐ Owner
☐ Occupant

Service Location _____

Telephone No. () _____ Alternate Telephone No. () _____

Mailing Address _____ Type of Business _____

Official in Charge _____ Title _____

Person Controlling Access to Meter(s): _____

Telephone No. () _____

The Village requires the submission of the following documents to substantiate the information provided in the service application:

() deed () lease () business certificate* () other

*

The questions in this section are designed to assist the utility in placing you on the proper and the most beneficial service classification. The utility may rely on this information in classifying your service.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

1. Form of Application for Non-residential Service: (Cont'd.)

Rate and Applicable Charges for Service: (To be completed by Village)

Service Classification _____ Account No. _____

Amount of Deposit \$ _____ Deposit No. _____

Extension Minimum \$ _____ Percent Tax Exempt _____

Estimated Usage _____

The Village of Rockville Centre is hereby requested to furnish the undersigned with electric service at the above address; such service is to be supplied by the Village under its tariff rates, rules, and regulations on file with the New York State Public Service Commission, as may be revised from time to time and to be paid for by the undersigned in accordance with the applicable rate.

Response date: _____ Date of responsibility: _____

Company Name: _____

Customer Signature: _____ Title: _____

Date: _____

Approved by: _____ Accepted by: _____

Date: _____ Title: _____

Date: _____

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

1. Form of Application for Non-residential Service: (Cont'd.)

The cost of service may be different under different service classifications. There are eligibility requirements for each service classification. A customer may be eligible for service under more than one classification and one may be more beneficial than another. The accompanying brochure describes the common non-residential service classification in brief. The rate schedule which describes each service classification in detail may be examined in any utility business office.

If you have any questions about your classification, you may discuss this with your customer service representative. If your use of service or your equipment changes in the future, you must notify the utility of these changes to assure that you are being properly billed.

WARNING: If the information provided by you in this section is inaccurate or incomplete, you may be subject to backbilling on the correct service classification, or you may be precluded from receiving a refund for overcharges based on the correct service classification.

Specific nature of business: _____

Voltage requested:

Connected Load: (List all equipment in kW or HP, lighting, motor, electric heat, etc.)

DOES THE APPLICANT REQUEST AN INSPECTION OF THE METER(S)?

☐ Yes ☐ No

DOES THIS ACCOUNT PROVIDE SERVICE FOR ANY TYPE OF RESIDENTIAL UNIT?

☐ Yes ☐ No

If yes, please explain. _____

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockyville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

2. Deferred Payment Agreement Form:

NON-RESIDENTIAL CUSTOMER PAYMENT AGREEMENT

Account Name: _____

Account Number: _____

Service Address: _____

Date: _____

PRINCIPLES OF THIS AGREEMENT

This confirms an agreement by _____ (customer) _____ to make installment payments to the Village of Rockville Centre for amounts in arrears. It also confirms that the Village of Rockville Centre will not discontinue service to the account at the address listed above as long as payments are received on time.

HOW MUCH IS TO BE PAID

The amounts covered by this agreement are as follows:

Charges billed for Electric service
as of _____ (month, day, year) \$ _____

Miscellaneous fees: (Specify - Collection,
Reconnection, Meter Recovery) _____ \$ _____

TOTAL \$ _____

HOW PAYMENT IS TO BE MADE

The customer agrees to pay:

A downpayment of \$ _____ by _____ (month, day, year)

Installments of \$ _____ by the _____ day of each month from
_____ (month, year) to _____ (month, year)

The balance of \$ _____ is to be received by _____ (month, day, year)

Current bills issued after _____ (month, day, year) are to be paid on receipt

Note: Each payment must be in the office of the utility by the above mentioned dates.

Date of Issue January 29, 1988Date Effective March 18, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

2. Deferred Payment Agreement Form: (Cont'd.)

DEPOSIT TERMS

_____ Deposit not applicable or is waived.

The amount of the security deposit requested is \$ _____. The customer agrees to pay 50% of the requested deposit as a downpayment and the balance in two installments.

Downpayment \$ _____ to be paid on _____ (month, day, year)

First installment \$ _____ to be paid on _____ (month, day, year)

Final installment \$ _____ to be paid on _____ (month, day, year)

WHAT HAPPENS IF PAYMENTS ARE LATE

If installment and regular bill payments are not paid on time, this agreement will be voided and all amounts become due immediately. The Village will send you notice of this fact and a final termination notice; service will be disconnected within the allotted amount of time.

PUBLIC SERVICE COMMISSION ASSISTANCE

The customer may obtain the assistance of the New York Public Service Commission to assure that this agreement complies with rules of 16 NYCRR 13.5.

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

2. Deferred Payment Agreement Form: (Cont'd.)

ACCEPTANCE OF AGREEMENT

The terms of this agreement are accepted by:

Customer's Name _____
(Print or type)

Customer's Signature _____ Date _____

As representative of _____
(Name of company or firm)

Utility Representative _____ Title _____

Representative Signature _____ Date _____

NOTE: If the customer has any questions during the duration of the agreement, the utility representative may be contacted at _____. This agreement is not valid until signed by all parties and returned to Village of Rockville Centre.

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

3. Deposit Alternative Notice Form:

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

Request for Waiver of Security Deposit – Deposit Alternative

Date: _____

Customer's Name: _____

Service Address:

Mailing Address:

Account Number: _____

In consideration of the Village of Rockville Centre's agreement to provide electric service to _____ (Customer's Name) _____ at the above service address and in lieu of a security deposit, I/we do hereby guarantee payment of all future bills for said service paid upon receipt.

I the Customer waive my right to be sent a Final Termination Notice normally provided after 20 days have elapsed since payment was due. I understand that my service can be terminated by the Village of Rockville Centre if I/we fail to pay any bill upon receipt. The Village will send me a disconnect notice 5 days (8 days if mailed) before actual termination of my service.

Once terminated, service will not be reinstated until payment in full of the following: (1) all amounts in arrears for service rendered, (2) the entire requested deposit, (3) service reconnection fees, and (4) any other billed tariff changes.

Village of Rockville Centre

Business Name/Applicant

Signed _____ Date _____

Signed	Date
--------	------

Approved by:	Title
--------------	-------

Title of Person Signing

Date of Issue January 29, 1988

Date Effective March 18, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

4. Residential Deferred Payment Agreement Form:

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

RESIDENTIAL CUSTOMER PAYMENT AGREEMENT

CUSTOMER'S NAME _____ PHONE _____

SERVICE ADDRESS _____

ACCOUNT NO. _____ DATE _____

ABOUT THIS AGREEMENT

This is an agreement by _____ to make payments to the Village of Rockville Centre for amounts owed. It is also an agreement by the Village of Rockville Centre that it will provide service to the address listed above as long as you make payments on time.

PAYMENT AGREEMENT RULES

This agreement must be fair and must be based on your ability to pay.

If you are unable to pay on these terms, you should not sign this agreement. Instead, call us or come to our office.

If you can show financial need, alternative terms will be arranged. Depending on your circumstances, a downpayment may not be required and installments may be as low as \$10.00 per month.

This agreement can be changed if your ability to pay changes significantly for reasons you cannot control. If a change is needed, please call or come to our office.

If you are a recipient of public assistance or supplemental security income, you may be eligible for help in paying your utility bills. If so, you may wish to call or visit your local Social Services office.

HOW MUCH IS TO BE PAID

Total amount you owe the Village of Rockville Centre as of _____
is \$ _____.

Date of Issue September 12, 1988Date Effective November 1, 1988Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

GENERAL INFORMATION

XXI. FORMS: (Cont'd.)

4. Residential Deferred Payment Agreement Form: (Cont'd.)

HOW PAYMENT IS TO BE MADE

You are to pay the amount owed in the following way:

A down payment of \$ is to be received by .

Installments of \$ are to be received by the
each from to .

The balance of \$ is to be received by .

Any bill we send you after is due when you receive it.

WHAT HAPPENS IF PAYMENTS ARE NOT MADE

If we do not receive these payments or your regular bill payments on time, we can require you to pay the total amount owed on your account. The Village will send you a notice allowing you 15 days to pay before service is turned off.

ASSISTANCE

IF YOU ARE UNABLE TO PAY THE TERMS OF THIS AGREEMENT, OR NEED HELP UNDERSTANDING OR MAKING THIS AGREEMENT, CALL US AT 678-9323.

IF FURTHER HELP IS NEEDED, YOU MAY CALL THE NEW YORK STATE PUBLIC SERVICE COMMISSION AT 1-800-342-3377 8:30 A.M. – 4:30 P.M., MONDAY THROUGH FRIDAY.

GENERAL INFORMATION

XXI. FORMS (Cont'd.)

4. Residential Deferred Payment Agreement Form: (Cont'd.)

BUDGET BILLING OPTION

If you are not already enrolled in our budget billing plan which allows you to pay for your service in equal monthly installments, and wish to enroll, check this box and we will start you on a plan immediately. A brochure describing the plan in more detail has been provided to you. Call 678-9323 if you have any questions about the Budget Billing Plan.

YES! I WOULD LIKE BUDGET BILLING. _____

ACCEPTANCE OF AGREEMENT

I have read, understand, and accept this agreement.

Customer's Signature _____ Date _____

NAME (TYPED OR PRINTED)

Village's Signature _____ Date _____

One copy of this agreement, signed by the customer, with the downpayment, must be received by the Village of Rockville Centre by _____ in order to avoid having your service turned off.

Date of Issue September 12, 1988

Date Effective November 1, 1988

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

SERVICE CLASSIFICATION NO. 1**General Service – Small****APPLICABLE TO USE OF SERVICE FOR:**

Any purpose by any customer whose demand is not metered and is estimated to be 5 kilowatts, or less.

CHARACTER OF SERVICE:

Continues sixty (60) cycle alternating current of the characteristics as listed below:

- A. Single phase, 120/240 volts or 120/208 volts, or
- B. Three phase, 120/208 volts or 277/480 volts

RATE: (per meter per month)

	WINTER BILLING PERIOD	SUMMER BILLING PERIOD
Customer Charge	\$3.25	\$3.25
Energy Charge, All kWh, per kWh	0.1232	0.1299

FUEL ADJUSTMENT:

The charges set this service classification shall be subject to a fuel adjustment as explained on Leaves Nos. 11B and 11C.

MINIMUM CHARGE:

\$3.25 per meter per month exclusive of Fuel Adjustment.

INCREASE IN RATES AND CHARGES:

The rates and charges for this service classification, including fuel adjustment and minimum charge, are increased to reflect the tax rates applicable within the municipality where customer takes service.

See Rule XX-A.

Date of Issue July 25, 2012

Date Effective August 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of the Public Service Commission dated July 12, 2012 in Case 11-E-0590

SERVICE CLASSIFICATION NO. 1

TERMS OF PAYMENT:

Charges for electric current are due and payable monthly when rendered.

TERM:

Terminable on three days written notice by the customer or by the Village in accordance with law or the provisions of this rate schedule.

SPECIAL PROVISIONS:

- A. The Village will install a demand measuring device and provide service under Service Classification No. 5:
 - (1) Whenever it is determined that the customer is using, or might use, more than 5 kW of maximum demand, or
 - (2) Whenever the customer's monthly consumption exceeds 2,000 kWh for two consecutive monthly billing periods.
- B. Any customer receiving two (2) phase service under this classification may continue to receive such service.
- C. Submetering may be available according to certain conditions set forth in XIX RESALE.
- D. The summer billing period shall be the four month period from June 1 through September 30 and the winter billing period shall be the balance of the year. When a bill includes periods during both the summer billing period and the winter billing period, the applicable rates and charges will be prorated based on the number of days in the summer billing period and the number of days in the winter billing period related to the total number of days in the billing period.

Date of Issue October 20, 1992

Date Effective October 21, 1992

Issued by P. J. Hester, Supt. of Utilities, Rockville Centre, NY 11571

Issued under authority of order of the Public Service Commission, State of New York, dated October 16, 1992 in Case 91-E-1160

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

P.S.C. No. 3 Electricity

Original Leaf No.

Second Revised Leaf No. 12B

Superseding First Revised Leaf No. 12B

SERVICE CLASSIFICATION NO. 1

(Reserved for Future Use)

Date of Issue March 30, 1976

Date Effective May 5, 1976

Issued by C. P. Keller, Chief Engineer, Rockville Centre, NY

Effective April 15, 1976, under authority of Public Service Commission, State of New York,
Order in Case No. 26795, dated April 13, 1976.

SERVICE CLASSIFICATION NO. 2

Commercial Power

Service Classification No. 2 is hereby cancelled. On and after the effective date hereof, service of the characteristics formerly supplied thereunder will be furnished under Service Classifications 1 or 5, upon application by the customer pursuant to the terms and conditions thereof.

Date of Issue July 30, 1965

Date Effective January 30, 1966

Issue by C. P. Ketter, Chief Engineer, Rockville Centre, NY

Effective date postponed to April 30, 1966. See Supplement No. 2.

SERVICE CLASSIFICATION NO. 3

Residential Service

APPLICABLE TO USE OF SERVICE FOR:

Light and incidental power for cooking, water heating, refrigeration, heating, and other household appliances for the following purposes:

- A. Services used exclusively for residential purposes, as described below:
 - 1. An individual separately metered single family dwelling.
 - 2. An individual separately metered flat or apartment, occupied by one family in a two family dwelling, apartment house or other building.
 - 3. Portions of a two or three family dwelling used in common by all of the families (halls, stairs, cellars, oil burner, etc.) when connected to the meter of any one of the apartments.
- B. All uses in connection with religious purposes by any corporation or association organized and conducted to enable its members to meet for divine worship or other religious observances, which is or could be incorporated under the "Religious Corporations Law," or uses in connection with the operation of a school by such a corporation or association.
- C. Applicable also to use exclusively in connection with a community residence as defined in subdivision twenty-eight, twenty-eight-a or twenty-eight-b of Section 1.03 of the Mental Hygiene Law, provided that such residence is operated by a not-for-profit corporation and if supervisory staff is on site on a twenty-four hour per day basis, that the residence provides living accommodations for fourteen or fewer residents.
- D. Applicable also to use in any post or hall owned or leased by a not-for profit organization that is a veteran's organization.

CHARACTER OF SERVICE:

Continuous sixty (60) cycle alternating current of the characteristics as listed below:

Date of Issue March 31, 1999

Date Effective May 21, 1999

Issued by Paul J. Pallas, Electric Superintendent, Rockville Centre, NY

SERVICE CLASSIFICATION NO. 3**Residential Service (Continued)****CHARACTER OF SERVICE (Cont'd.)**

Single phase, 120/240 volts, or 120/208 volts depending upon the characteristics of the circuit from which the load is to be supplied.

Three phase, 120/240, 120/208, or 277/480 depending upon the characteristics of the circuit from which the load is to be supplied, available to religious organizations or associations, or supportive living facilities, as described above.

RATE: (Per meter bi-monthly)

	<u>WINTER BILLING PERIOD</u>	<u>SUMMER BILLING PERIOD</u>
Customer Charge	\$6.50	\$6.50
Energy Charge		
First 500 kWh, per kWh	0.1081	0.1081
Excess of 500 kWh, per kWh	0.1081	0.1144

FUEL ADJUSTMENT:

The Charges set forth in this service classification shall be subject to a fuel adjustment as explained on Leaves Nos. 11B and 11C.

MINIMUM CHARGE:

\$6.50 per meter bi-monthly, exclusive of fuel adjustment.

INCREASE IN RATES AND CHARGES:

The rates and charges for this service classification, including fuel adjustment and minimum charge, are increased to reflect the tax rates applicable within the municipality where customer takes service.
See Rule XX-A.

Date of Issue July 25, 2012

Date Effective August 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of the Public Service Commission dated July 12, 2012 in

Case 11-E-0590

SERVICE CLASSIFICATION NO. 3
Residential Service (Concluded)

TERMS OF PAYMENT:

Charges for electric current are due and payable when rendered.

TERM:

Terminable on three days' written notice by the customer or by the Village in accordance with law or the provisions of this rate schedule.

SPECIAL PROVISIONS:

- A. Submetering may be available according to certain conditions set forth in XIX RESALE.
- B. The summer billing period shall be the four month period from June 1 through September 30 and the winter billing period shall be the balance of the year. When a bill includes periods during both the summer billing period, and the winter billing period, the applicable rates and charges will be prorated based on the number of days in the summer billing period and the number of days in the winter billing period related to the total number of days in the billing period.
- C. Tenant Energy Bill Data - Residential: Upon written request from a prospective tenant, the Company will provide, at no cost, the total electric charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. Prior to the commencement of the tenancy or execution of a lease, the Company will provide such information to the prospective landlord, or other authorized person, within ten days of receipt of the written request.

Date of Issue: December 15, 2020

Date Effective: May 1, 2021

Issued by Philip Andreas, Supt. of Utilities. Rockville Centre, NY 11571
Issued in compliance with Notice of the Public Service Commission dated January 22, 2020 in
Case 20-M-0029

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

P.S.C. No. 3 Electricity

Original Leaf No.

Fourth Revised Leaf No. 15

Superseding Second Revised Leaf No. 15
(Third Revised Leaf No. 15 Cancelled)

SERVICE CLASSIFICATION NO. 4

Auxiliary Service

Service Classification No. 4 is hereby cancelled. Service of the characteristics heretofore available thereunder (reserve, auxiliary or emergency service to a private electric or power generating plant) will not be furnished after the effective date hereof.

Date of Issue March 30, 1976

Date Effective May 5, 1976

Issued by C. P. Ketter, Chief Engineer, Rockville Centre, NY

Effective April 15, 1976, under authority of Public Service Commission, State of New York,
Order in Case No. 26795, dated April 13, 1976.

INC. VILLAGE OF ROCKVILLE CENTRE, N.Y.

P.S.C. No. 3 Electricity

Original Leaf No.

Fourth Revised Leaf No. 15A

Superseding Second Revised Leaf No. 15A

(Third Revised Leaf No. 15A Cancelled)

SERVICE CLASSIFICATION NO. 4

Auxiliary Service (continued)

Service Classification No. 4 is hereby cancelled. Service of the characteristics heretofore available thereunder (reserve, auxiliary or emergency service to a private electric or power generating plant) will not be furnished after the effective date hereof.

Date of Issue March 30, 1976

Date Effective May 5, 1976

Issued by C. P. Ketler, Chief Engineer, Rockville Centre, NY

Effective April 15, 1976, under authority of Public Service Commission, State of New York,
Order in Case No. 26795, dated April 13, 1976

SERVICE CLASSIFICATION NO. 5**General Service – Large****APPLICABLE TO USE OF SERVICE FOR:**

Any purpose by any customer whose demand is more than 5 kW or whose consumption exceeds 2,000 kWh in each of two consecutive monthly billing periods.

CHARACTER OF SERVICE:

Continuous sixty (60) cycle alternating current of the characteristics as listed below:

A. Single phase 120/240 volts or 120/208 volts, or three phase 120/208 volts (secondary).

Three phase 2400/4160 volts (high tension).

RATE: Two Part Rate**DEMAND CHARGE (Per kW per month)**

<u>Secondary Service</u>	<u>High Tension Service</u>
\$5.24	\$4.47

ENERGY CHARGES (Per meter per month)

Per kWh \$0.0914

FUEL ADJUSTMENT:

The charges set forth in this service classification shall be subject to a fuel adjustment as explained on Leaves Nos. 11B and 11C.

Date of Issue July 25, 2012

Date Effective August 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of the Public Service Commission dated July 12, 2012 in Case 11-E-0590

SERVICE CLASSIFICATION NO. 5

General Service – Large (Continued)

MINIMUM CHARGE:

The demand charge, exclusive of fuel adjustment.

INCREASE IN RATES AND CHARGES:

The rates and charges for this service classification, including fuel adjustment and minimum charge, are increased to reflect the tax rates applicable within the municipality where customer takes service. See Rule XX-A.

DETERMINATION OF DEMAND:

The demand shall be determined by meter and shall be the maximum 15 minute integrated demand during the month measured to the nearest kW. For billing purposes the monthly demand shall not be less than the greater of:

1. Recorded demand;
2. 75% of the maximum demand recorded during the preceding eleven (11) months or
3. 5 kW.

TERMS OF PAYMENT:

Charges for electric current are due and payable monthly when rendered.

TERM:

Terminable on thirty (30) days written notice by the consumer or by the Village in accordance with law or the provisions of this rate schedule.

SPECIAL PROVISIONS:

- A. Transformers and all accessory equipment shall be furnished by the high tension consumer at his expense. See Section X and XI, Leaf No. 8 and Leaf No. 9.

Date of Issue July 25, 2012

Date Effective August 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

Issued in compliance with Order of Public Service Commission dated July 12, 2012 in Case 11-E-0590

SERVICE CLASSIFICATION NO. 5

General Service – Large (Concluded)

SPECIAL PROVISIONS: (Continued)

- B. For customers taking service at secondary voltages, whenever the metered demand has been less than 5 kW and the energy consumption has been less than 2,000 kWh per month for 12 consecutive monthly billing periods, the customer will be transferred to Service Classification No. 1 – General Service – Small.
- C. Any customer receiving two (2) phase service under this classification may continue to receive such service.
- D. Submetering may be available according to certain conditions set forth in XIX RESALE.

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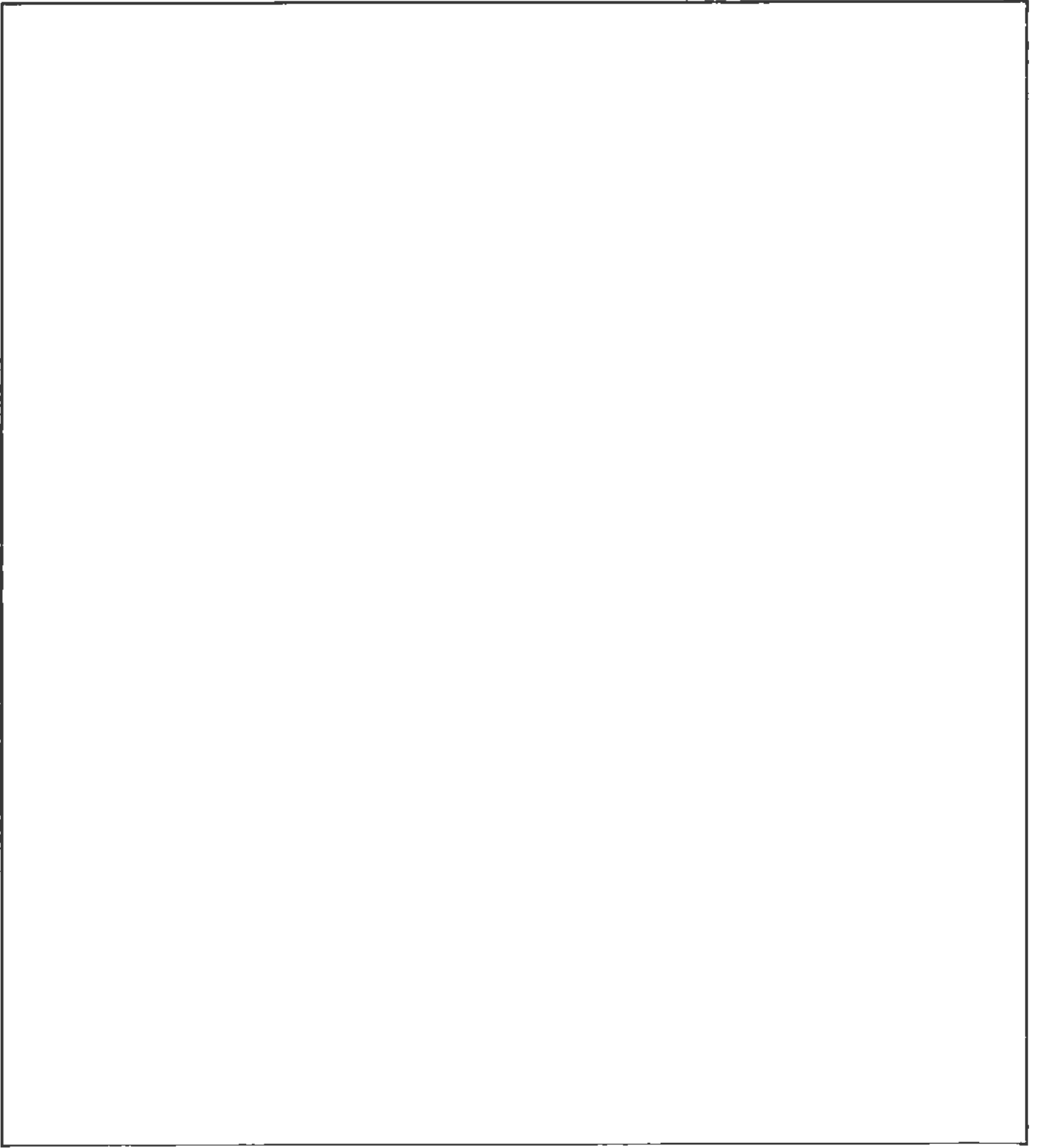
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GENERAL INFORMATION

XXII. CABLE TELEVISION POLE ATTACHMENT RATES

The annual attachment charge for pole attachments to utility poles by cable television systems and other wire line communications systems that occupy the same space on the pole is \$13.62 per pole per year.

The annual attachment rate for attachments to utility poles by wireless communications systems is calculated at \$13.62 per-foot of occupied space.

SERVICE CLASSIFICATION 1, 3 OR 5 AMENDMENT

**PURCHASE OF RENEWABLE ENERGY
FROM NEW DISTRIBUTED GENERATORS**

ELIGIBILITY:

Residential or non-residential customers who receive service under Service Classification No. 1, 3 or 5 and own or operate Solar, Wind or other Electric Generating Equipment with a rated capacity of no more than twenty-five kilowatts (25 kW) located and used at their premise may be eligible for service under this tariff. Service will be provided to eligible customers under this tariff on a first come, first served basis, until the total rated generating capacity of the individual facilities is equal to 300 kW.

REQUIREMENTS FOR INTERCONNECTION

1. The generating equipment must be designed, installed, interconnected, tested and operated in accordance with applicable government, industry and Village of Rockville Centre requirements and must comply with the *New York State Standardized Interconnection Requirements* which are available on the Commission website, Distributed Generation Information.
2. All electrical connections must be completed by an Electrical Contractor Licensed in the Village of Rockville Centre and are subject to inspection by an Electrical Inspector and Village of Rockville Centre staff prior to interconnection. All service connections shall comply with the Village of Rockville Centre Electric Tariff, unless otherwise specified in this Tariff Leaf, or in the Standardized Interconnection Requirements.
3. The Village of Rockville Centre may elect to install a dedicated transformer or transformers if necessary to protect the safety or adequacy of electric service provided to other Customers. Upon written explanation of the decision to require a dedicated transformer, the Customer taking service under this Classification shall pay all costs of installing such transformer.
4. System design output shall not exceed 100% of the prior 12 months of metered energy consumption.

METERING

Village of Rockville Centre will provide one revenue meter for the purpose of billing. This meter will have bidirectional energy flow capability to determine the net amount of energy delivered or received by the Village of Rockville Centre. The charge for this meter will be included in the applicable monthly service charge.

Date of Issue April 24, 2012

Date Effective June 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571

INTERCONNECTION COSTS:

Customers receiving service under this service classification will be responsible for necessary interconnection costs. These costs shall include the cost of installing any equipment deemed necessary by the Village of Rockville Centre to protect the safety and adequacy of electric service to other customers as required under *Standard Interconnection Requirements*.

MONTHLY CHARGES & CREDITS:

Basic Service Charge:

A basic monthly service charge equivalent to 125% of the Service Classification basic service charge shall be billed to the Customer regardless of energy usage.

Energy Charge

1. Charges to Customer:

The Customer will pay the rates and charges for the Customer's applicable Service Classification for net energy supplied.

2. Credits to Customer:

- a. If a Customer produces more energy than consumed during an individual billing cycle, a kWh credit will be carried forward until consumed, or the end of the calendar year, as described below.
- b. If a Customer produces more energy than consumed during any calendar year, the Customer will receive a money credit following the first billing cycle that ends on or after the last day of each calendar year. The credit will be calculated by multiplying the kWh credit balance times the average of the Average Cost of Fuel from the Village of Rockville Centre's monthly Statements of Fuel Adjustment Cost filed during the past 12 months, adjusted by the Factor of Adjustment. Upon payment of the credit, the kWh credit balance shall be reset to zero.

Date of Issue April 24, 2012

Date Effective June 1, 2012

Issued by Paul J. Pallas, Supt. of Utilities, Rockville Centre, NY 11571