

GENERAL INFORMATION

11. Supply of Service:

- A. The Company shall endeavor at all times to provide a regular and uninterrupted supply of service, but in case the supply of service shall be interrupted for the purpose of making changes in or repairs to the Company's transmission or distribution system, or should fail, in whole or in part, from causes beyond the Company's control (including without limiting the generality of the foregoing, executive or administrative rules or orders issued from time to time by State or Federal officers, commissions, boards or bodies having jurisdiction) or because of the ordinary negligence of the Company, its employees, contractors, subcontractors, servants or agents, the Company shall not be liable therefore. The Company shall be bound in good faith to resume service as soon as reasonably possible.
- B. Compliance with directives of the New York Independent System Operator ("NYISO") shall, without limitation by reason of specification, constitute a circumstance beyond the control of the Company for which the Company shall not be liable; provided, however, that the Company shall not be absolved from any liability to which it may otherwise be subject for negligence in the manner in which it carries out the NYISO's instructions. (See Rule 11.A)
- C. Without limiting the generality of the foregoing, the Company may, without liability therefore, interrupt, reduce or impair service to any customer or customers in the event of an emergency threatening the integrity of its system, or any other systems with which it is directly or indirectly interconnected, if in its sole judgment or that of the NYISO (Rule 11.B), such action shall prevent, alleviate, or reduce the emergency condition, for such period of time as the Company, or said NYISO, deems necessary.

12. Liability:

A. Customer Equipment

Neither by inspection nor non-rejection, nor in any other way, does the Company give any warranty, expressed or implied, as to the adequacy, safety or other characteristics of any facilities owned, installed or maintained by the customer or leased by the customer from third parties.

- B. The Company shall not be liable for any injury, casualty, or damage resulting in any way from the supply or use of electricity or from the presence or operation of the Company's facilities in connection with the street lighting system, except injuries or damages resulting from the negligence of the Company (subject to Rule 11.A).

The Company shall only install those facilities requested by the customer and accepted by the Company; and, therefore, the customer shall indemnify and hold harmless the Company from any and all claims, demands and liability which may be asserted against the Company for failure to meet the recommended illumination values set forth in the American National Standard Practice for Roadway Lighting.

PSC NO: 121 ELECTRICITY

NEW YORK STATE ELECTRIC & GAS CORPORATION

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Superseding Revision:

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12. Liability: (Cont'd)

C. Integrated Energy Data Resource

Pursuant to the Commission's Order Addressing Integrated Energy Data Resource Matters issued and effective October 13, 2023 in Case 20-M-0082, the Company is required to transfer Customer Data Sets ("Data Sets") to the State's Integrated Energy Data Resource ("IEDR") platform as defined in the Commission's Order Adopting a Data Access Framework and Establishing Further Process issued and effective April 15, 2021 in Case 20-M-0082. The Data Sets are comprised of the Customer Energy Usage Data Set, Customer Contact Data Set, and Customer Billing Data Set. Although the Data Sets could include non-anonymized and non-aggregated customer-specific data, no highly confidential personal information, such as social security number or banking information, will be made available or included in the Data Sets. Once the Company transfers data to the IEDR platform, the Company is not liable for any improper access or sharing of the Data Sets. Consistent with the Commission's policies regarding data ownership, this data is owned by the customer, not the Company.

13. Application for Street Lighting Service:

A. New Service, New Street Light District or Different Service Classification

Written application for new service, new street light district, or a different service classification is required on the form set forth in this schedule. Such application when accepted by the Company, shall constitute an agreement between the customer and the Company, subject to the terms and conditions set forth in the applicable Service Classification(s). Where unusual expenditures are necessary to supply service because of location or character of the applicant's or customer's installation, facilities shall be constructed only when an adequate contribution toward the construction of such facilities, or other satisfactory arrangement, is made. For uniform rules, regulations and general information applicable to this Schedule, refer to Schedule P.S.C. No. 119 - Electricity or superseding issues thereof.