

GENERAL INFORMATION

3. Service Connections/Meters:
A. General:

The Company shall furnish and install the meter or meters to measure the electricity used by the Customer in accordance with the provisions of the Service Classification applicable to the service. Such meter or meters shall be installed on the Customer's side of the point of supply.

- I. Meters installed by the Company shall remain the property of the Company except as provided for in Rule 3.A.I.b. The Customer shall protect the meter and furnish sufficient and proper space for its installation.
 - a. The Company shall furnish a meter necessary to provide the Company's basic billing determinants consistent with the customer's Service Classification and connect its distribution lines with the customer's service entrance. The wiring equipment, meter board, self-contained meter enclosure, fuse box, service switch, stand-pipe, and appurtenances shall be furnished by the customer and shall be installed and maintained in an approved location, readily accessible at all reasonable times to employees of the Company. The Company shall furnish commercial (single and polyphase) meter enclosures, residential polyphase meter enclosures, and residential single-phase, transformer-rated meter enclosures, when deemed necessary by the Company, at its own expense. The costs and expenses of the meter enclosure and socket shall be borne by the Customer and/or applicant. All meter enclosures and sockets must be approved by the Company. For metering installations which require instrument transformers be included as part of the meter enclosure, the meter enclosure must be approved by and purchased from the Company. Customers are required to buy the enclosure. Where high tension/primary voltage service is supplied, the customer at their expense and in a manner satisfactory to the Company shall furnish, install, and maintain on his premises, such switches, transformers, regulators and other equipment as the Company may deem necessary. A customer may obtain an underground service connection with the Company's overhead distribution system by installing, maintaining, and relocating, as required, the underground service connection at their own expense.
 - b. Existing meters installed at customer sites shall be used to derive basic billing determinants for the Company. The Company may elect to replace an existing Company-owned meter or install additional metering equipment at the customer site to obtain load profile data. The Company shall purchase, install and operate all meters and metering equipment that is necessary to provide the basic billing determinants and load profile data consistent with the customer's Service Classification as required for Company purposes. If a meter or service entrance equipment has been found to be tampered with, or a theft of service has occurred the Company may charge the Customer its costs and expenses for investigating, repairing and replacing the meters and associated service equipment and the Company's costs and expenses for removing the meter and installing it in a secure location.
- II. Meter Owned by Customer, Installed and Maintained by the Company:
 - a. Large Commercial and Industrial Time-of-use customers (not third parties) with greater than or equal to 500 kW single point (non-aggregated) average monthly billing demand have the option of owning a Commission-approved meter compatible with the Company's metering infrastructure with the Company retaining sole control of that meter. Such metering shall be installed, operated and maintained by the Company at the customer's expense. The customer shall be responsible for all costs or expenses incurred by the Company and associated with the request to own a meter. Customers must contact the Company to obtain an application for meter ownership. A written meter application, completed by the customer, shall serve to notify the Company of the customer's election to own their meter.

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

A. General: (Cont'd.)

II. Meter Owned by Customer, Installed and Maintained by the Company: (Cont'd.)

- b. Customers, as specified in paragraph 3.A.I.b above, shall not be charged the monthly Meter Ownership Charge applicable to the customer's Service Classification and voltage level.
- c. Any customer may request the installation of a Commission-approved meter compatible with the Company's metering infrastructure which provides other than the basic billing determinants consistent with the customer's service classification. Such metering, subject to the availability of equipment, shall be installed, operated and maintained by the Company at the customer's expense.
- d. Only Commission-approved meters compatible with the Company's metering infrastructure shall be installed. The infrastructure requirements include compatibility with the Company's meter reading systems, meter communication systems, billing, testing procedures, maintenance requirements, installation specifications and procedures, and security and safety requirements.
- e. The Company shall perform any operations, including, but not limited, to programming, installing, reading, disconnecting, reconnecting, sealing, testing, maintenance, and removing meters and metering equipment in connection with providing service to the customer.
- f. The customers shall provide, at their own expense, any communication service and equipment necessary to remotely communicate with a customer-owned or requested meter or if the Company requires remote communications to access the unique meter requirements.

GENERAL INFORMATION

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

A. General: (Cont'd)

III. Advanced Metering Infrastructure ("AMI") Meter

In 2022, the Company shall begin installing an AMI equipped meter for customers, throughout its service area.

a. AMI Opt-Out Option for Residential Customers

Residential Customers may elect to opt out of receiving an AMI electric meter.

Prior to the AMI meter installation at a customer's premise, the Company will notify the customer of the upcoming meter installation and the ability to opt out of receiving the AMI electric meter during the initial AMI roll-out.

Customers may subsequently elect to opt-out of having an AMI electric meter which has already been installed at the customer's premise. Customers will be assessed a one-time charge of \$47.63 applicable to the exchange the existing AMI electric meter for a non-AMI meter, and a one-time charge of \$65.51 if the customer has both an AMI electric meter and an AMI gas communications module exchanged at the same time.

A payment plan will be offered to customers to cover the above-referenced one-time exchange charge.

(i) Monthly Meter Reading Charge for AMI Opt-Out Customers

A continuing monthly meter reading charge of \$13.47 will be assessed to cover the manual meter reading costs.

B. Outdoor Meters:

The Company requires an applicant for service to install its service wiring so that the meter is accessible to the Company employees from the outside of the applicant's building. The cost of the installation of facilities to accept an outdoor meter, or to relocate an existing non-accessible meter, shall be borne by the customer. The Company's authorized employees shall have the ability to access and seal the metering equipment. Meters shall be installed outside, unless approved by the Company.

GENERAL INFORMATION

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

C. Company Property/Meters:

The rules below apply in the case of Company-provided or Company-controlled meters.

1. Any appliances or devices furnished, excluding meter enclosures, which by tariff, are customer owned, at the expense of the Company shall remain its property and may be removed by it at any time on the termination or the discontinuance of service.
2. The Company retains sole control of customer- owned meters which may be removed by the Company at any time on the termination or the discontinuance of service, or for defects or conditions which interfere with normal Company operations.
3. The customer shall be responsible for the safekeeping of the property of the Company on its premises and shall take all reasonable precaution against unlawful interference with such property.
4. Customers who own their meter may relinquish ownership to the Company if the Company agrees. They shall be responsible for all expenses incurred by the Company as a result of this request.
5. A meter removal charge of \$150 shall be assessed to any customer who requires the Company to relocate a customer-owned meter.
6. In order to protect its equipment and service, the Company may furnish and install main fuses, wherever applicable, and is authorized to and shall seal the service switch and/or other devices on the customer's premises to prevent access by unauthorized persons. The customer shall not interfere with or alter the Company- or customer-owned meters, seals, or other property used in connection with rendering electric service or permit same to be done by other than the authorized agents or employees of the Company. Damage caused directly or indirectly by the customer to the Company's property shall be paid for by the customer. Damage to or removal of the Company's seals may be considered as sufficient reason for discontinuance of service to a customer until the Company has received satisfactory assurance that its equipment shall be free from future interference. Discontinuance of residential service shall be delayed, pending review, provided service can be rendered safely, if it is determined that a resident is likely to suffer a serious impairment to health or safety as a result of discontinuance.

D. Changes in Customer's Equipment:

The Company shall be notified by the customer in writing before any change is made in the load characteristics of the customer's equipment. The Company may refuse its service to, or remove its service from, any installation which in the judgment of the Company shall injuriously affect the operation of the Company's system or its service to others.

GENERAL INFORMATION

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

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

1. Access to Premises:

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

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

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

2. Duty to Inspect:

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

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

GENERAL INFORMATION

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

E. Inspection and Examination of Company- and Customer-Owned Apparatus: (Cont'd.)

3. Meter Testing:

The Company shall maintain and test Company- or customer-owned meters according to the Company's internal operating practices and the PSC's rules and regulations. Customers may request the Company to make special, unscheduled tests of the accuracy of an installed meter at the customer's expense. The Company may elect to test the meter in place at the customer's site or at the Company's central test facility.

4. Penalty:

A non-residential customer who, at any time, directly or indirectly prevents or hinders a duly authorized officer or agent of the Company from entering the premises, 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)(b) of the Public Service Law.

5. Other Rights:

Nothing contained in this section shall be construed to impair the Company's rights as to any other person who prevents access to utility Company- or customer-owned meters and/or equipment.

F. Right of Way:

If required by the Company, the customer shall provide, without charge, a suitable right of way from the Company's distribution lines to the customer's service entrance.

G. Historic Meter Read and Billed History Data:

Data shall be provided to Customers and their designees as described below:

Meter read and billed history data shall be provided only at the written or verbal request of the customer offering reasonable proof that the requesting party is the customer of record or premise owner. Premise owners providing reasonable proof of identification, who are not the current customers of record, may obtain history only of premises that they own. Supplied historical meter read or billed history shall be limited by the extent the historical data is available.

The Company shall disclose a customer's meter read or billed history data to a Customer's designee only upon receipt of a signed document from the designee and with the written consent of the customer. All historical customer information obtained by the designee from the Company must be kept confidential and cannot be disclosed to others unless otherwise authorized by the customer. This information shall include account numbers and service addresses.

GENERAL INFORMATION

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

G. Historic Meter Read and Billed History Data: (Cont'd)

The following fees shall be charged to fulfill any individual request for meter read data, billed history, or both simultaneously, for a single Customer service point:

- (1) No fee for the most recent 24 months of data, or for the life of the account if less than 24 months
- (2) \$15.00 in total for each request beyond the most recent 24 months of data, up to and including six years of available data

The fees detailed in this paragraph shall be payable by the requestor.

Historic meter read data shall include: account number, premise address, tax district, meter multiplier, service point identifier, meter number, read date, meter reading, consumption and demand, as applicable, for each billed period, and type of meter read (company, customer, or estimated). Historical meter read data for time-of-use meters shall indicate consumption for peak and off peak hours; demand meters indicate consumption and demand; and time-of-use demand meters indicate consumption and demand for peak and off-peak hours. Usage requests which exceed the Company's basic billing determinants, consistent with the customer's Service Classification, dynamic profile information, or static profile information, the Company shall cooperate with the customer to provide the specific data, if available, for a fee. The Company shall calculate and provide the fees involved with this special request.

Additional information not listed above, may be requested by the customer. The Company shall provide such information, if available, to the customer. The Company shall, within five calendar days:

- (i) furnish to the requesting party the additional information; or
- (ii) specify when the data shall be available and the cost associated with the request; or
- (iii) notify the requesting party that the data is not available.

H. Billing Information for Potential Residential Rental Customers

Upon written request from a prospective tenant or lessee, the Company will provide, at no cost, the total electricity 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 landlord or lessor and to the prospective tenant, or other authorized person, within 10 days of receipt of the written request.

GENERAL INFORMATION

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

I. Meter Reading:

1. The Company shall perform meter readings in accordance with established reading cycles and current practices. If the Company is unable to obtain an actual reading, a customer supplied reading shall be accepted or an estimated read may be established by the Company. Requests for special meter readings must be made in advance of the requested read date, and in accordance with the current business practices.
2. If a customer requests the Company to provide a meter reading on a day other than the scheduled meter read date ("Special Meter Read") and the Company can accommodate the request, the customer shall be charged a \$20 fee per location, per trip, each time the customer requests a meter reading on other than the scheduled reading date. Requests for a Special Meter Read must be made in advance of the requested read date in accordance with current business practices.

J. Change of Service Connection Location:

Any change in the location of a service connection, provided such change is approved by the Company, shall be made in accordance with Paragraph 6. If required, the owner or occupant of the premises must deposit in advance with the Company a sum sufficient to pay the estimated cost of such change.

K. Metering of Multiple Dwelling Units:

- (1) General
Except as provided for in P.S.C. No. 120, Rule 2, electric service shall not be supplied for resale, remetering (or submetering) or other redistribution.

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

a. Master Metering Option for Senior Living Facilities

Senior Living Facility, Defined: A Senior Living Facility ("SLF") is defined as a housing facility for senior citizens where the configuration resembles traditional apartment units. An SLF, by itself, serves the particular needs of senior citizens, with most or all services provided for a monthly fee.

Master Metering Option: A SLF being newly constructed may choose master metering of the entire facility instead of having each dwelling unit separately metered.

Conversion: A SLF that was constructed with each dwelling unit separately metered may convert the facility's metering configuration to master metering. All costs associated with a conversion shall be borne by the SLF. Any costs incurred by the Company to accommodate the conversion shall be charged to the SLF in accordance with the provisions of Rule 6 of this Schedule, Charges for Special Services.

Issued by: Jeremy Euto, Vice President – Regulatory, Binghamton, New York

GENERAL INFORMATION

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

L. Motor Starting Currents:

Unless specifically approved by the Company because of available capacity, no motor shall be operated with motor starting currents in excess of the following:

SINGLE PHASE MOTORS

Service Voltage	Max. Starting Current per Step Max. Four Starts per Hour	Max. Equiv. Rating of Air Conditioner or Heat Pump BTUH
120 Volts	50 Amperes	10,000
208 or 240 Volts	60 Amperes for 2 HP Motor	20,000
208 or 240 Volts	80 Amperes for 3 HP Motor	25,000
208 or 240 Volts	120 Amperes for 5 HP Motor	40,000

THREE PHASE MOTORS

Service Voltage	Max. Starting Current per Step Max. Four Starts per Hour	Max. Equiv. Rating of Air Conditioner or Heat Pump BTUH
208 or 240 Volts	100 Amperes for 2 HP Motor	40,000
208 or 240 Volts	130 Amperes for 7 1/2 HP Motor	50,000
208 or 240 Volts	160 Amperes for 10 HP Motor	75,000
208 or 240 Volts	230 Amperes for 15 HP Motor	150,000
480 Volts	50 Amperes up to 5 HP Motor	40,000
480 Volts	65 Amperes for 7 1/2 HP Motor	50,000
480 Volts	80 Amperes for 10 HP Motor	75,000
480 Volts	115 Amperes for 15 HP Motor	150,000

All motors of five horsepower or less connected to the Company's lines shall normally be single phase, and motors over five horsepower shall normally be three phase, but the customer should contact the Company in advance to ascertain the applicable conditions.

4. Billing and Collections:

A. When Bills Are Due:

Bills of the Company, are due: 1) upon receipt; or 2) if mailed, three days after mailing; 3) if electronically provided, the date posted. Bills are payable at any office of the Company, to any authorized collector, via U.S. mail, electronic funds transfer, or the Internet.

B. Late Payment Charge:

1. A monthly late payment charge shall be assessed at the rate of 1½% per month on a customer's unpaid balance, including service billing arrears and unpaid late payment charges pursuant to 16 NYCRR Sections 11.15(a) and 13.10(a) which provide that utilities may impose late payment charges. Remittance mailed on the "last day to pay" date shall be accepted without the late payment charge, the postmark to be conclusive evidence of the date of mailing. The failure on the part of the customer to receive the bill shall not entitle him to pay without the late payment charge after the "last day to pay" date. The "last day to pay" date shall be 23 days after the date on which the bill is rendered.