PSEG LONG ISLAND

COMMERCIAL CUSTOMER RIGHTS

PSEG Long Island operates and maintains the Long Island Power Authority's electric system and administers policies and procedures on its behalf. As a commercial customer of an electric utility, you have certain rights assured under New York State law. This is an overview of those rights, policies, and procedures. For more information on your rights as a commercial customer, please see the Long Island Power Authority's Tariff for Electric Service, located on our website, **psegliny.com**, where you will also find current rate information.

Our representatives are available to assist you at the **Business First Hotline** from 8:00 AM to 8:00 PM, Monday through Friday at **1-800-966-4818.** If you have an electric emergency, please call us at any time of the day or night at **1-800-490-0075**. Hearing or speech-impaired customers can use our special TDD communication system **711**.

To contact us by mail, write to:

PSEG Long Island
PO Box 9083, Melville, NY 11747

Your satisfaction is important to us. If after speaking with a representative, you are not satisfied with our answer, please ask to speak with a supervisor. If you are still not satisfied, you may contact the NYS Department of Public Service (DPS) as follows: Website: www.dps.ny.gov/complaints; Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30 AM - 4:00 PM); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223. Applications for Electric Service – An application for electric service is available upon request or online at **psegliny.com** and must be completed prior to starting service. Your application must be accompanied by copies of your business documents such as:

- Partnership papers
- Certificate / Articles of Incorporation
- Tax Exemption documentation
- Proof of eligibility to operate within NYS as an active corporation
- Load Letter
- Supporting documents to qualify for Religious/ Veterans Community Residence customers
- A copy of lease may also be required

If we deny your request for service, we'll give you a written notice explaining the reason for the denial and specifying what you must do to receive service. You have the right to an investigation and a review of your service denial. Please direct any questions about account requirements to the **Business First Hotline** number shown above.

SECURITY DEPOSIT POLICY – New customers are required to pay a deposit that will not exceed twice the average monthly usage (or peak season usage for customers whose usage varies widely, ex. those with pace-heating or cooling and certain industrial processors). Deposits will be held for 3 years and interest will be paid at a rate set by the Long Island Power Authority. We may accept deposit alternatives such as an Irrevocable Letter of Credit or Surety Bond. Existing customers may also be requested to pay a deposit if they have a delinquent account, have filed for reorganization or bankruptcy, have been rendered an adjusted bill due to tampered equipment, or based on credit worthiness. Such customers, based on financial status, may be able to pay the deposit in three installments with 50% down and the balance due within the next two months.

PAYMENT OF BILLS – PSEG Long Island bills can be paid by mail, in person, by phone using our automated payment services, with our free AutoPay Program, in our mobile app or online at **psegliny.com**. With AutoPay, your bank will automatically send us your payment 20 days after your bill date. Our Balanced Billing Program may also be available to you. For more details call the **Business First Hotline** at **1-800-966-4818**.

PSEG Long Island bills must be paid by the due date shown on the bill to avoid a continuing late payment charge of 1.5% of the balance.

PSEG LONG ISLAND

COMMERCIAL CUSTOMER RIGHTS

TERMINATION OF SERVICE – If you fail to pay overdue bills or fail to provide reasonable access to the premises, we may turn off your service after we have given you required notice. If you are eligible, we will offer you a Deferred Payment Agreement. Please call the **Business First Hotline at 1-800-966-4818**.

Before we can shut off electric service for an overdue bill, Security Deposit, or failure to provide access to the meter, we must send you a Final Termination Notice. We may terminate service without notice if a payment is made by a check that is later dishonored after a Notice of Termination has been sent. Once a Final Termination Notice has been mailed to you, you will have a least eight calendar days in which to pay your bill or enter into a Deferred Payment Agreement.

PSEG Long Island will not shut off electric service on a Saturday or Sunday, public holidays, or any day on which PSEG Long Island offices are closed.

If we shut off your service for non-payment, we will reconnect it within 24 hours once you have either paid the amount due or signed a Deferred Payment Agreement. There is a charge to turn your service back on.

METER READING AND ESTIMATED BILLS – We make every effort to read your meter and send you a bill based on the exact amount of electric you use. Under certain circumstances, such as when we cannot gain access to read the meter, we may issue an estimated bill. If access continues to be unavailable, a non-access penalty charge may be added to your bill. The non-access penalty charge is $100 plus tax per meter. Penalty charges will continue to be billed until an actual meter reading is obtained.

BACKBILLING – If an error becomes apparent in our billing, we have, by law, 6 months to correct the discrepancy and send a backbill to a customer. If the backbill covers more than 24 months, a statement explaining the reason will be enclosed with the bill. In addition, a backbill will be accompanied by an offer of a Deferred Payment Agreement for customers who are eligible.

INSPECTION OF UTILITY EQUIPMENT – PSEG Long Island has the right to enter a building at reasonable times to examine utility equipment.

YOU MAY BE ELIGIBLE FOR RESIDENTIAL PROTECTIONS - The Home Energy Fair Practices Act (HEFPA), a New York State law that is applicable to residential customers, also provides protections to customers with non-residential rate codes in certain situations. Some residential customer protections apply to a two-family or multifamily dwelling that is supplied electricity through a single meter. Residential tenants also have some rights regarding termination of service to your account. The HEFPA protections do not automatically entitle you to pay residential rates. PSEG Long Island reserves the right to inspect the customer's premises to verify the accuracy of any information provided.

SERVICE INITIATION CHARGE –
PSEG Long Island's charges to initiate service to non-residential customers are:

1. $220.00 for a new electric service connection or reconnection, to install a meter, or if we must unlock the service equipment to turn on power.
2. $60.00 when electric service or meter connections are not required.

The Service Initiation Charge will not be applied to new customers who take service for Traffic Signal Lighting, Outdoor Area Lighting (High Pressure Sodium, Metal Halide or LED applications,) Public Street and Highway Lighting, Seasonal Rates, (codes 283 & 293) and unmetered service under Rate 280; or, to a landlord for the time period between the termination by the prior tenant and the establishment of a new electric account for a new tenant in the same location.

PSEG Long Island LLC and its operating subsidiary have been appointed as agent by the Long Island Power Authority to provide the day-to-day management and operations services of its electric utility system.

IMPORTANT INFORMATION KEEP FOR YOUR RECORDS.