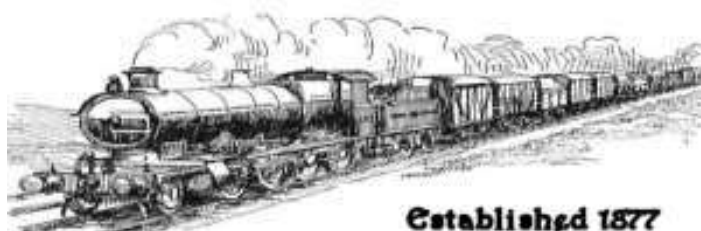


Village of Bergen, New York

111 Buffalo Street
P.O. Box 100
Bergen, NY 14416

Ph: (585)494-1513 ---- Fax: (585)494-1730



Established 1877

**Proudly located in Northeastern
Genesee County**

Village of Bergen
Municipal Electric Department
11 Buffalo Street
P.O. Box 100
Bergen, New York 14416
Phone: (585) 494-1513
Fax: (585) 494-1730
VillageofBergen.com

Your Rights and Responsibilities as a Non-Residential Customer of Village of Bergen Municipal Electric

PHONE NUMBERS, OFFICE LOCATIONS, AND OFFICE HOURS

If you have questions, problems, or complaints about your electric service, please contact us as soon as possible. You are entitled to a prompt and considerate response by Village employees. **Telephone numbers and office hours are provided below:**

If you wish to call us, we can be reached at:

24 Hour Emergency Service (585) 330-4661 (DPW Supervisor cell phone)

8am-4:30pm, Monday-Friday...Village Office.....(585) 494-1513

7am-3:30pm, Monday-Friday...Public Works Department.....(585) 494-1048

If you wish to visit our walk in office: 11 Buffalo Street, Bergen8am-4:30 pm, Monday-Friday

If you are not satisfied with the response the Village provides, you may contact:

**New York State Public Service Commission
Consumer Services Division
3 Empire State Plaza
Albany, NY 12223**

Or call the **HELPLINE: 1-800-342-3377** between 8:30 a.m. and 4:30 p.m. Monday-Friday. A PSC Consumer Representative will investigate your complaint and render a determination. While your complaint is being investigated by THE VILLAGE OF BERGEN or the PSC, THE VILLAGE OF BERGEN cannot shut off your service for failure to pay the amount in question. **All other bills are payable upon receipt.**

SERVICE CLASSIFICATIONS

Listed here are common, non-residential, general service classifications. There are eligibility requirements for each classification and you may be eligible under more than one. Costs vary under different service classifications, however, one classification could be more beneficial to your business than another. In addition to kilowatt-hour billing, which measures the electric consumed during the month, some service classifications are also billed for demand. Demand is measured in kilowatts or kilovolt-amperes and represents the maximum amount of electricity used at any given time during the billing month.

A complete description of all the service classifications is in the VILLAGE OF BERGEN tariff, which is available for inspection at the VILLAGE OF BERGEN customer service office. Any questions regarding service classification may be discussed with a VILLAGE OF BERGEN customer representative.

SERVICE CLASSIFICATION NO. 2

APPLICABLE TO USE OF SERVICE FOR: For all purposes by commercial business, professional and small industrial power installations at one point of delivery through one meter.

CHARACTER OF SERVICE: Continuous: 60 cycle alternating current, 120/240 volts single phase or 240 three phase.

MONTHLY RATE: (Per Meter)	RATE
Customer Charge	\$1.76
Energy Charge, per kWh	\$.0429

MINIMUM CHARGE:

The minimum monthly charge for electric service is plus \$1.76
Total motor horsepower connected Less one horse power connected

The total charge for a period of less than one year will not be less than 12 times the highest monthly minimum

charge which has been applicable.

PURCHASE POWER ADJUSTMENT (PPA): The charge set forth herein shall be subject to PPA per kWh billed hereunder when changes in the base cost of power occur as described in General Information Rule 7.

TERMS OF PAYMENT: All bills are due when rendered. Full payment must be received on or before the date shown on the bill to avoid a late payment charge of one and one half percent (1-1/2%) pursuant to rule 3. B.7.C.

TERM: Customer agrees to take service on a monthly basis, however, customer may terminate service after three-days' written notice to the Village.

SERVICE CLASSIFICATION NO. 3

APPLICABLE TO USE OF SERVICE FOR: For all purposes by commercial business, professional and large industrial power installations at one point of delivery through one meter.

CHARACTER OF SERVICE: Continuous. Three-phase alternating current approximately 60 hertz, at primary voltage. The Village will indicate upon application, the type or types of service available and appropriate to the Customer's Requirements. Secondary service will be provided for payment of a facilities charge.

MONTHLY RATE:

Total fixed monthly charge for all meters	\$3,513.00
All Kw per Kw	\$2.99
All Kw per Kwh	\$. 014
Minimum Charge per month	\$3,513.00

MINIMUM CHARGE: The minimum monthly charge shall be computed under rate.

PURCHASE POWER ADJUSTMENT CHARGE: The charge set forth herein shall be subject to PPA per Kwh billed hereunder when changes in the base cost of power occur as described in General Information Rule 7.

TERMS OF PAYMENT: All bills are due when rendered . Full payment must be received on or before the date shown on the bill to avoid a late payment charge of one and one half percent (1-1/2%) pursuant to rule 3. B.7.C.

TERM: Customer agrees to take service on a monthly basis, however, customer may terminate service after three days' written notice to the Village.

CHANGE IN SERVICE CLASSIFICATIONS

Should there be a change in usage or equipment at a future date, you must notify THE VILLAGE OF BERGEN

to assure billing under the proper service classification. If the information provided to THE VILLAGE OF BERGEN at the time of your service application is inaccurate or incomplete, you may be subject to back-billing on the correct service classification or precluded from receiving a refund for any overcharges.

BILLING PROCEDURES

THE VILLAGE OF BERGEN has a responsibility to provide electric energy in a safe and reliable manner, and you have a responsibility to pay your utility bill. Your prompt payment is appreciated.

When to pay.

THE VILLAGE OF BERGEN bills you for electricity after you have used it. Bills are due and payable upon receipt. A payment is considered overdue 20 days after the bill is mailed to you; if you pay after that, you will have to pay a late payment charge on any unpaid balance.

Where to pay.

Your monthly bill from THE VILLAGE OF BERGEN can be paid in person at THE VILLAGE OF BERGEN customer office, in the drop box (after-hours) or by mail. Cash, checks and money orders are accepted.

Estimated bills.

THE VILLAGE OF BERGEN schedules a reading of your meter(s) every month; should the Village read meters every other month, in alternate months, THE VILLAGE OF BERGEN sends you an estimated bill. Demand meters, however, may be scheduled to be read every month.

Accuracy is as important to THE VILLAGE OF BERGEN as it is to you. If THE VILLAGE OF BERGEN cannot obtain a meter read or if the information in a meter read appears to be incorrect, then THE VILLAGE OF BERGEN will send an estimated bill for that account.

THE VILLAGE OF BERGEN has the right to revise estimated demand bills. Such revisions may be to your advantage or disadvantage and can be avoided by arranging access for regular meter reads.

The procedure used to calculate and estimate a bill has been accepted by the PSC, and each estimated bill states clearly that it is based on an estimate. If, by estimating bills, THE VILLAGE OF BERGEN has underbilled the amount you owe by twice your average monthly usage or \$100, whichever is greater, THE VILLAGE OF BERGEN must notify you of this fact in writing. You may then have the option of paying this underbilled balance in monthly installments over a reasonable period.

ACCESS TO YOUR METER

In order to bill you accurately, THE VILLAGE OF BERGEN must obtain meter reads. If you do not control access to your meter, please notify THE VILLAGE OF BERGEN and provide us with the name and telephone number of the building owner or manager.

After two consecutive estimated bills, or if THE VILLAGE OF BERGEN is unable to obtain a meter reading for a demand meter, THE VILLAGE OF BERGEN will make an additional attempt to read your meter within seven calendar days. If, after a certain number of estimated bills, you have not made an appointment for a special read, or if you have not provided THE VILLAGE OF BERGEN with a meter read, you or the individual who controls access to your meter may be subject to a \$100 charge. You may read your own meters and post in a window after making appropriate arrangements with the Electric Department's Meter Reader from THE VILLAGE OF BERGEN. You can also telephone meter reads to THE VILLAGE OF BERGEN at 494-1513, or mail the information to THE VILLAGE OF BERGEN at P.O. Box 100, Bergen, NY 14416.

Please note that even if you read your own meters, the PSC requires THE VILLAGE OF BERGEN to make at least one actual meter read every 10 months.

OBLIGATION TO INSPECT

THE VILLAGE OF BERGEN has the right to conduct an investigation within 60 calendar days, except where prevented by circumstances beyond THE VILLAGE OF BERGEN's control, when any of these conditions exist:

- a request to inspect the meter(s) is received as part of a service application.
- a reasonable customer request.
- an inspection order is issued in connection with a bill review procedure.
- notification from any reasonable source that service may not be correctly metered.
- a PSC request for an investigation.

A customer who directly or indirectly prevents or hinders an authorized agent from entering the premises and making his or her investigation can be billed a \$100 penalty charge for each such offense.

THE VILLAGE OF BERGEN REPRESENTATIVE IDENTIFICATION

If you have any doubts about a person claiming to be from THE VILLAGE OF BERGEN, you can call THE VILLAGE OF BERGEN to verify this identity.

DEPOSIT POLICIES

THE VILLAGE OF BERGEN may require a deposit on new or existing customer accounts, as well as seasonal or short-term accounts, depending on certain conditions explained in this section. THE VILLAGE OF BERGEN deposit policies are in accordance with the Public Service Commission rules.

New applications for service.

If you are an applicant who already has other commercial and industrial accounts under the same name, you may not be required to post a deposit in advance, provided that:

- your account has no record of a prior deposit being requested within two years of the date of application.
- you have not filed bankruptcy.
- no more than two late payments have been received on your account within one year of the date of application.

Existing customers.

If you are an existing customer, you may be required to post a security deposit if:

- you had two or more late payments within the last 12 months.
- you file bankruptcy.

If you are an existing customer, and it becomes necessary for you to post a deposit, THE VILLAGE OF BERGEN will send you a notice 20 days before the deposit becomes due. You can pay a deposit requirement in three installments--50 percent down payment and two monthly payments on the remaining balance.

Amount of deposit.

The amount of the deposit is based on two times your average monthly bill or twice the average monthly billing during the peak usage season.

THE VILLAGE OF BERGEN will review your deposit on the first anniversary of the receipt of the deposit and at least biannually thereafter. The deposit amount will be changed if it is determined that the amount held is 25 percent more or 25 percent less than twice the average monthly billing or twice the average monthly billing during the peak usage season.

Term of deposit and interest.

The deposit may be held for a period of three years of prompt payment of THE VILLAGE OF BERGEN service bills. If you maintain a good payment record during that time, your deposit plus interest will be refunded. The interest rate on deposits is set by the PSC and posted annually in May. If you do not maintain a good payment record, THE VILLAGE OF BERGEN can continue to hold the deposit and will credit interest to your deposit account.

Deposit Alternatives.

As a substitute for a cash deposit, THE VILLAGE OF BERGEN may accept an irrevocable letter of credit or a surety bond.

SERVICE INTERRUPTION OR TERMINATION

Service can be temporarily shut off at any time when THE VILLAGE OF BERGEN believes an emergency condition exists; service will be restored as soon as that problem is corrected. THE VILLAGE OF BERGEN will give you advance notice of this type of shutoff whenever possible.

Failure to pay overdue bills can result in termination of your electric service. The following can result in a service shutoff:

- you fail to pay the amount due as shown on a final termination notice.
- you fail to keep the terms of a deferred payment agreement.
- you fail to pay a required deposit.
- you fail to provide reasonable access to the meters.
- you tamper with equipment.
- any other violation of THE VILLAGE OF BERGEN tariff.

Times of Termination.

THE VILLAGE OF BERGEN may send a termination notice for nonpayment 20 days after a bill is mailed. This notice must be sent at least 8 days before a shutoff, or personally delivered 5 days before a shutoff. THE VILLAGE OF BERGEN is only allowed to turn off utility service between 8 a.m. and 6 p.m. Monday through Thursday, and 8 a.m. to 3 p.m. on Fridays and the day before holidays. Service cannot be shut off on a weekend, a holiday, or on days the Public Service Commission or THE VILLAGE OF BERGEN offices are closed.

Special Protections.

If service is also used for residential purposes, please notify THE VILLAGE OF BERGEN. You may be eligible for special protections according to the New York State Home Energy Fair Practices Act (HEFPA). Forms are available at the Village Office for qualified or interested persons.

Service Reconnection.

If THE VILLAGE OF BERGEN shuts off your utility service, it will be reconnected within 24 hours, except in circumstances beyond THE VILLAGE OF BERGEN control, when you meet one of the following conditions:

- you pay the amount due.
- you sign a deferred payment agreement, if you are eligible, and pay the down payment required.
- in a case where service was terminated solely for failure to provide access, you allow access to the premises and make reasonable arrangements for future access.
- in a case where service was terminated for a violation of THE VILLAGE OF BERGEN tariff, the violation is corrected. In some cases, a field inspection may be necessary before service is restored.
- you qualify for reconnection under the direction of a PSC order to THE VILLAGE OF BERGEN.

In cases where service has been disconnected for more than one reason, all conditions must be resolved for service to be reconnected.

DEFERRED PAYMENT AGREEMENT

If you have a financial problem that prevents you from paying your bill, THE VILLAGE OF BERGEN may offer you a deferred payment agreement if you qualify. You may be required to make a down payment of 30 percent of the overdue amount or twice your average monthly bill, whichever is greater. If THE VILLAGE OF BERGEN schedules a personal visit to the service location to terminate the service, you will be required to make a down payment of 50 percent of the overdue amount or four times your average monthly bill, whichever is greater.

The balance of the deferred payment agreement can be paid in monthly installments up to six months. A late payment charge is assessed on the unpaid balance. Note that the deferred payment amount due is in addition to your current monthly bill which is due when rendered.

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