

# **NEW YORK MUNICIPAL POWER AGENCY**

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TO: NYMPA Members

RE: 1.0 CSI - Meter Tampering

On May 30, 2019 the New York Municipal Power Agency (NYMPA) Customer Relations Committee received the following question.

- We disconnected a customer for non-payment. Subsequently the customer reconnected his own meter. After learning this, we pulled the meter completely. In response, the customer finally paid his arrears. Are we required to reconnect this customer? What other procedures should we follow in this situation?

The Customer Relations Committee reached out to the Public Service Commission (PSC) and their formal response was as follow,

Once a possible electric theft of service has been identified:

- 1) the representative shall first make the situation safe, when necessary. (e.g., address any hazardous conditions of the electric supply using appropriate locking device or meter removal) the representative shall immediately notify appropriate Dispatch (and/or office personnel) when unable to make the situation safe.
- 2) the representative shall notify his/her immediate supervisor
- 3) Photo(s) documenting the theft are strongly recommended and detailed reports must be completed
- 4) The Contact Center (or municipal office) is contacted to place a hold on the customer's account\*
- 5) The representative and/or Supervisor or Revenue Protection shall notify Security and/or Police as appropriate, based on conditions at the site/location\*\*
- 6) Revenue Protection and/or municipal personnel analyze findings and determine value of lost revenue

\*Where tampering involved a meter pan or electric panel, an underwriter's approval (inspection) may be required before re-installation of the electric meter or installing a new meter

\*\*A policy should be adopted for which conditions the company (municipal) deem appropriate for possible legal action

As stated in 16NYCRR - If a distribution utility discovers a meter-tampering or theft situation and determines that a resident is likely to suffer a serious impairment, it should continue service, pending review by the official or agency designated by the Social Services Law, provided that service can be rendered safely. For example, if a distribution utility discovers that the meter of a locked account is advancing, it should, in most circumstances, be able to continue service in a safe manner. This would not apply to account that have been turned off for nonpayment.

The distribution utility should specifically note, in its referrals pursuant to Social Services Law, those cases where heat-related service is not restored or continued so that the official or agency designated by the Social Services Law may give immediate attention to them.

We hope this information is valuable to you. Please let me know if you have any follow-up questions.

Thank you,

Aaron A. Daniels

Customer Relations Committee Chair

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