

PSC NO: 10 – Electricity
Consolidated Edison Company of New York, Inc.
Initial Effective Date: 02/20/2012
Issued in compliance with order dated 02/16/2012 in Case 08-E-0539

Leaf: 187.2
Revision: 0
Superseding Revision:

GENERAL RULES

24. Service Classification Riders (Available on Request) - Continued

RIDER H – NYSERDA LOAN INSTALLMENT PROGRAM -Continued

C. Term – Continued

Only one NYSERDA loan installment obligation can exist on a Customer's utility account. Should a Customer enter into an additional loan agreement with NYSERDA, NYSERDA will consolidate the loans and notify the Company of the new NYSERDA monthly loan installment amount and number of installment amounts to be paid.

When an account with a NYSERDA loan is closed, loan installment amounts that were billed but unpaid will be transferred to the Customer's new account established with the Company, provided, however, that if the Customer does not establish a new account with the Company forty-five (45) days after the account is closed, the Company will cease its collection activity for the NYSERDA loan installment arrears and advise NYSERDA so it can pursue collection of the outstanding billed amount(s).

D. Account Information

In order to comply with the requirements set forth in the PNY Act of 2011, the Company will provide NYSERDA with account closure information and successor Customer information for a premises with an outstanding NYSERDA loan, including Customer name, utility account number, loan number, mailing address and service address. Such information, as applicable, will also be provided to NYSERDA for new loans.

Where there is an outstanding NYSERDA loan obligation, each successor Customer is deemed to have consented to the Company's disclosure to NYSERDA of the above Customer information.

E. Customer Questions and Billing Disputes

Questions related to the NYSERDA Program and complaints relating to the Company's billing of NYSERDA loan installment amounts shall be directed to NYSERDA. At least annually, the Company will provide Customers participating in the NYSERDA Loan Installment Program the following information in the Customer's utility bill: (a) the amount and duration of remaining monthly payments under the NYSERDA Loan Installment Program; and (b) NYSERDA's contact information and procedures for resolving customer complaints regarding the NYSERDA Loan Installment Program.

Issued by: Robert Hoglund, Senior Vice President & Chief Financial Officer, New York, NY