

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 12/01/12

Leaf: 92  
Revision: 1  
Superseding Revision: 0

### GENERAL INFORMATION

#### 4. Billing and Collections: (Cont'd.)

##### L. Customer Deposit: (Cont'd.)

##### 1. Deposit Requirements –

###### **Non-Residential**

- (a) The Company may require a customer deposit from any new customer or from an existing customer:
  - (1) who is delinquent. A customer is delinquent for the purpose of deposit assessment if two or more late payments were made within the previous 12 month period; or
  - (2) whose financial condition is such that it is likely that the customer may default in the future; provided, however, that the Company must have reliable evidence of such condition, such as reports from accepted financial reporting services, or credit reporting agencies;
  - (3) who has filed for reorganization or bankruptcy; or
  - (4) who has been rendered a backbill within the last twelve months for previously unbilled charges for service through tampered equipment.
- (b) The Company shall offer an existing customer, from whom a deposit is required under Rule A(2)(a) or (b), the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance.
- (c) A request for a deposit or deposit increase will be in writing and will advise the customer:
  - (1) why the deposit is being requested;
  - (2) how the amount of the deposit was calculated;
  - (3) that the deposit is subject to later upward or downward revision based on the customer's subsequent billing history;
  - (4) that the customer may request that the Corporation review the account in order to assure that the deposit is not excessive;
  - (5) the circumstances under which the deposit will be refunded;
  - (6) that the customer will receive annual notice of the interest credited to the account;
  - (7) about the available deposit alternatives; and
  - (8) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (d) The Company shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

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