

PSC NO: 90 GAS
NEW YORK STATE ELECTRIC & GAS CORPORATION
INITIAL EFFECTIVE DATE: 12/01/12

LEAF: 36
REVISION: 2
SUPERSEDING REVISION: 1

GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

F. Complaint Procedures:

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Commission rules contained in 16 NYCRR Sections 11.20, 12, 13.15, 275.8 and 275.9.

The Company will not send a final notice of termination nor discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made. In the Company's final response to a complaint, if the resolution is at all in the Company's favor, it will inform the customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

G. Deferred Payment Agreement (DPA):

(1) Residential:

- (a) Any residential customer or applicant is eligible, in accordance with 16 NYCRR 11.10 for a deferred payment agreement except a customer who:
 - (i) has defaulted on an existing deferred payment agreement unless the terms of the defaulted agreement required payments over a shorter period of time than the standard agreement under Rule 8.G.(1)(b)(i) and 16 NYCRR 11.10.
 - (ii) the Commission or its authorized designee determines that the customer or applicant has the resources to pay the bill.

The Company will negotiate in good faith with any eligible customer or applicant in order to enter into an agreement that is fair and equitable considering the customer's or applicant's financial circumstances.