

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 09/01/03

Leaf: 92  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

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

##### L. Consumer Deposits and Refunds: (Cont'd.)

##### 1. Deposit Requirements - **Non-Residential**

- (a) The Corporation may only require the payment of a security deposit from:
  - (1) a new customer; or
  - (2) an existing customer;
    - (a) who is delinquent;
    - (b) whose financial condition is such that it is likely that the customer may default in the future; provided, however, that the Corporation must have reliable evidence of such condition, such as reports from accepted financial reporting services, or credit reporting agencies;
    - (c) who has filed for reorganization or bankruptcy; or
    - (d) who has been rendered a backbill within the last twelve months for previously unbilled charges for service that came through tampered equipment.
- (b) The Corporation will offer an existing customer, from whom a deposit is required under clauses A(2)(a) or (b) of this subdivision, 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 Corporation will 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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