

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

Leaf: 66
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

E. Termination of Service: (Cont'd)

3. Verification of Delinquent Account Prior to Termination:

The Corporation will not terminate service for nonpayment of bills rendered or for failure to post a required deposit unless:

- (a) it has verified that payment has not been received at any office of the Corporation or at any office of an authorized collection agent through the end of the notice period required by Section 4.E.1.; and
- (b) it has verified on the day termination occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established pursuant to Section 4.E.4.(b).

4. Rapid Posting of Payments in Response to Notices of Termination:

The Corporation will establish procedures, as practicable, to insure that any payments made in response to notices of termination, when the customer brings the fact that such a notice has been issued to the attention of the Corporation or its authorized collection agents, will either:

- (a) be posted to the customer's account on the day payment is received, or
- (b) be processed in some manner so that termination will not occur.

5. Days and Time When Termination of Service is Not Permitted:

- (a) The Corporation will not terminate service to any person except as provided by section 4. E. 11 - Emergency Disconnections on a Saturday, Sunday, public holiday, or day on which the main business office of the Corporation or the Public Service Commission is not open for business. For purposes of this section, the term "public holiday" refers to those holidays enumerated in the General Construction Law.
- (b) The Corporation will not terminate service to any residential customer for nonpayment of bills or for failure to post a required deposit on a Friday, or the day immediately preceding a day on which the main business office of the Corporation is not scheduled to be open for business or the day immediately preceding a public holiday. The Corporation will not terminate service to any residential customer for nonpayment of bills or for failure to post a required deposit during a two-week period encompassing Christmas and New Year's Day. Residential disconnection will only be made between the hours of 8:00 a.m. and 4:00 p.m.
- (c) On days when termination may occur, the Corporation may terminate non-residential service between the hours of 8:00 a.m. to 6:00 p.m., except that on days preceding the days listed in paragraph (a) of this subdivision, termination may only occur after 3:00 p.m. if the customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Corporation is prepared to accept a check for any payment required to avoid termination.

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