

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

Leaf: 67
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

E. Termination of Service: (Cont'd)

6. Payment at the Time of Termination - **Non-Residential** Only

- (a) If a non-residential customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Corporation or the Public Service Commission with regard to the charges demanded, the Corporation's field representative will make a reasonable effort to verify this information with a Corporation's office representative and will not terminate service for non-payment of any verified disputed amount.
- (b) If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Corporation's representative will accept such payment and not terminate service.
- (c) If an eligible customer signs a deferred payment agreement pursuant to Section 4.G of this tariff, for the full amount that forms the basis for a scheduled termination and offers payment of the required downpayment at the time of termination, the Corporation representative will accept such downpayment and not terminate service. If the Corporation allows the customer an extension of time to go to a business office to sign the deferred payment agreement, and the customer agrees to do so and offers payment of the required downpayment, the Corporation representative will accept such downpayment and not terminate service; provided, however, that the Corporation may terminate service without further notice if the customer fails to sign the agreement within the specified time.
- (d) If a customer has, within the last 24 months, paid for service with a check that was dishonored, the Corporation has the right to accept only cash, certified check, or money order as payment under paragraphs (b) or (c) of this subdivision.
- (e) Whenever payment is made at the time of termination, the Corporation's field representative will provide a customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Corporation representative.

7. Voluntary Third Party Notice Prior to Termination of Service:

The Corporation will permit a residential consumer to designate a third party to receive a copy of every notice of termination of service sent to such residential consumer, provided that such third party indicates in writing his or her willingness to receive such notices. Residential consumers will be notified annually of the availability of the third party notice procedure.

Issued by: James A. Lahtinen, Vice President – Rates & Regulatory Economics, Binghamton, NY