

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

Leaf: 72
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

G. Deferred Payment Agreement: (Cont'd)

Residential (Cont'd)

9. Residential Customer Payment Agreement - Form

Account number _____
Amount Due NYSEG as of _____ (date) is \$ _____
Customer Name _____
Mailing Address _____

This agreement is being sent because we still have not received your payment for the overdue amount on your account. In order to avoid a shutoff, you may pay \$_____ on the following installment plan.

ABOUT THIS AGREEMENT

This is an agreement by _____ to make payments to NYSEG for the above amount. It is also an agreement by NYSEG to provide service to _____ (address) as long as you make payments on time.

HOW PAYMENT IS TO BE MADE

A downpayment of \$_____ is to be received by _____. Installments of \$_____ are to be received by the _____ day of each month from _____ to _____. The balance of \$_____ is to be received by _____.
Any new charges including late payment charges billed after _____ are due upon receipt. The late payment charges to be billed on this agreement are estimated to be \$_____. The late payment charge amount may be greater or less than the amount indicated if you may payments either early or late.

See reverse side for Payment Agreement Rules, Late Payment Charges information, and What Happens If Payments Are Not Made.

ASSISTANCE

IF YOU ARE UNABLE TO PAY THE TERMS OF THIS AGREEMENT, OR WANT TO DISCUSS THIS AGREEMENT, CALL US AT 1-800-572-1111.

If you are not satisfied after speaking with our customer representative, please ask to speak to a Supervisor.

If you still are not satisfied after speaking with a Supervisor, you may contact NYSEG's "Consumer Appeals" at 1-800-231-2888.

IF FURTHER HELP IS NEEDED, YOU MAY CALL THE NEW YORK STATE PUBLIC SERVICE COMMISSION AT THE NUMBER LISTED ON THE BACK OF THIS FORM.

BALANCED BILLING

Balanced billing for new charges allows you the convenience of paying for your service in equal monthly installments. Check the box below for immediate enrollment in this plan. For more information, see the reverse side.

YES! I WOULD LIKE BALANCED BILLING. ?

ACCEPTANCE OF AGREEMENT

**ONE SIGNED COPY OF THIS AGREEMENT, WITH THE REQUIRED
DOWNPAYMENT, MUST BE RECEIVED BY NYSEG BY (date) OR
YOUR SERVICE WILL BE TURNED OFF.**

I have read, understand and accept this agreement.

Customer's Signature _____ Date _____

This agreement has been approved by New York State Electric & Gas Corporation.

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