

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
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### GENERAL INFORMATION

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

##### G. Deferred Payment Agreement: (Cont'd.)

###### **Non-Residential**

###### 1. Deferred Payment Agreement Offer:

The Corporation will provide a written notice offering a deferred payment agreement in accordance with this section to an eligible customer at the following times:

- (a) not less than five calendar days before the date of a scheduled termination of service for non-payment of arrears, as indicated on a final termination notices, or eight calendar days if mailed provided the customer has been a customer for at least six months and the arrears on which the outstanding termination notice is based exceeds two months average billing; and
- (b) when it renders a backbill, which exceeds the cost of twice the customer's average monthly usage or \$100, whichever is greater; provided, however, that the Corporation will not be required to offer an agreement when the customer knew, or reasonably should have known, that the original billing was incorrect.

If the Corporation and a customer agree to terms of a deferred payment agreement in a telephone conversation, the Corporation shall send the customer two fully completed copies of the agreement, signed by the Corporation, for the customer to sign and return.

###### 2. Eligibility:

- (a) Any customer is eligible for a deferred payment agreement except the following:
  - (1) a customer who owes any amounts under a prior deferred payment agreement;
  - (2) a customer who failed to make timely payments under a prior deferred payment agreement in effect during the previous 12 months;
  - (3) a customer that is a publicly held company, or a subsidiary thereof;
  - (4) a seasonal, short-term or temporary customer;

For the purpose of this sub-section section:

A non-residential "short-term or temporary customer" is a customer who requested service for a period of time up to two years.

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