

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

Leaf: 80
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

H. Reconnection of Service: (Cont'd.)

In addition the Corporation will reconnect service within 24 hours of a non-residential customer's request for reconnection, when service was:

- (1) terminated solely for failure to provide access provided the customer has allowed access and has made a reasonable arrangement for future access; or
 - (2) terminated solely for a violation of the tariff and, at the option of the Corporation, either receipt by the Corporation of adequate notice and documentation, or a field verification by the Corporation, that the violation has been corrected; provided, however, that the field verification, if required, will be arranged within two business days of the customer's request or such later time as may be specified by the customer; or
 - (3) terminated for two or more independent reasons and has satisfied all conditions for reconnection. The reconnection will be accomplished within the time period applicable to the last condition satisfied; or
 - (4) at the direction of the Commission or its designee, which direction may occur only where the termination was in error, or the customer has filed a complaint with the commission and has either paid in full the undisputed amount, or has entered into a deferred payment agreement and has paid the required downpayment.
- (d) The Corporation may make a charge for reconnection where it has become necessary to terminate the service for non-payment of bills or any other infringement of the Corporation's rules governing service.

Payment may be required in advance for non-residential customers. Residential customers may pay the reconnection fee in advance or have it included as part of the repayment plan.

The charge for reconnection will be dependent upon the time of day customer requires reconnection to be made. If both the customer's electric and gas service is reconnected at the same time, the reconnection charge will be made for only one service.

Reconnection charges will be as follows:

Reconnection DURING normal working hours	\$13.00
Reconnection AFTER normal working hours	\$33.00

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