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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
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### GENERAL INFORMATION

#### 20. REQUIREMENTS OF NON-UTILITY SUPPLIERS OF GAS: (CONT'D)

##### B. Non-Performance

Third party suppliers of gas who fail to perform on the Company's system will be penalized. Penalties shall include, costs or penalties incurred by the Company as a result of the third party supplier's failure to perform, suspension from being allowed to operate on the Company's system, monetary penalties such as forfeiture of security deposit and, permanent exclusion from doing business on the Company's system.

Non-performance is defined as the failure to comply with Operational Flow Orders (OFOs) nomination deadlines, nomination and delivery of gas supplies as directed by the Company for aggregated transportation services, or any other activity which might jeopardize the efficient operation of the Company's system.

##### C. Conditions of Residential Aggregation Transportation Service

1. Contracts between the marketers and customers contain specific language advising customers of protections that have been waived in the transaction. Each marketer must file with the PSC a copy of its standard contract.
2. A system to handle customer complains is operational and that the PSC Help and Hotline numbers are provided to customers.
3. The bills rendered will be clear and in plain language, and the PSC shall receive a sample copy.
4. Procedures are in place to ensure customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent at least fifteen (15) days before discontinuation of supply of service to allow customers the opportunity to pay the overdue bill or request service from another provider.

##### D. Conditions of Non-Residential Aggregation Transportation Service

1. Contracts between the marketers and customers contain a statement advising the customers of protections that have been waived in the transaction. Each marketer or aggregator will file with the PSC a copy of its standard contract.

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(Name of Officer, Title, Address)