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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0
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STAMPS:

Cancelled by 1 Rev. Leaf No. 84 Effective 12/01/1998

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GENERAL INFORMATION (CONT'D)

e. a customer who the Utility can demonstrate has the resources to pay the bill, provided that the Utility notifies the customer of its reasons and of the customer's right to contest this determination through the Commission's complaint procedures;

f. a seasonal, short-term or temporary customer.

2. The Commission or its authorized designee may order the Utility to offer a deferred payment agreement in accordance with this rule to a customer whom it finds this rule intended to protect, when an agreement is necessary for a fair and equitable resolution of an individual complaint.

D. Contents of Offer:

1. Every offer of a deferred payment agreement shall inform the customer of the availability of a deferred payment agreement for eligible customers, set forth generally the minimum terms to which such customer is entitled, explain that more generous terms may be possible, and specify the telephone number and the times to call in order to discuss an agreement.

2. an offer pursuant to Rule (XVIII)(B)(1)(a) shall also state the date by which the customer must contact the Utility in order to avoid termination, and explain that the Utility has the right to a larger downpayment if the deferred payment agreement is not entered into until after a field visit to physically terminate service has been made.

E. Terms of Agreement:

1. A deferred payment agreement shall obligate the customer to make timely payments of all current charges.

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