

..DID: 1233
..TXT: PSC NO: 89 GAS LEAF: 57
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 1 effective 01/01/00
RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

GENERAL INFORMATION

22. DISCONTINUANCE OF SERVICE - RESIDENTIAL: (CONT'D)

B. Notice of Discontinuance - Format: (Cont'd)

- (2) Have printed on the face thereof in a size type capable of attracting immediate attention, the following:

"THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS
NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING
THIS BILL."

- (3) Include a summary to residential customers as prepared or approved by the PSC stating the protections available to them together with a notice that any customer eligible for such protections should contact the Company.

C. Verification of Delinquent Account Prior to Discontinuance:

The Company will not discontinue service for non-payment of bills rendered or for failure to post a required deposit unless:

- (1) It has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period; and
- (2) It has verified on the day discontinuance occurs that payment has not been posted to the Customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments.

D. Rapid Posting of Payments in Response to Notices of Discontinuance:

The Company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the Customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either:

- (1) Posted to the Customer's account on the day payment is received, or
- (2) Processed in some manner so that discontinuance will not occur.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)