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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 02/27/98 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 12/08/97 STATUS: Effective EFFECTIVE: 02/27/98

### GENERAL INFORMATION

#### 8. BILLING AND COLLECTIONS: (CONT'D)

##### I. Termination of Residential Service for "Fraud":

If any pipe or other device is connected upon a residential customer's premises with any pipe or instrument used for supplying service to a residential customer in such manner that the meter provided by the Company for measuring gas consumed does not register the quantity actually consumed, or if any meter or any instrument installed upon the Customer's premises for measuring the quantity of gas consumed is wrongfully obstructed, altered, injured, or prevented from functioning, or if any other act, omission or concealment intended to deceive the Company shall be practiced upon the Customer's premises, the Company may terminate the supply of gas to the Customer and remove its meter, or meters, apparatus and pipe no less than fifteen (15) days after final notice of termination is sent, following procedures established in Sections 8.E.(2) through 8.E.(11) of this Schedule.

Service will not be restored to such a customer until all damages occasioned or sustained by the Company by reason of the above shall have been paid by the Customer to the Company.

Termination of residential service will be delayed, pending review, provided service can be rendered safely, if it is determined that a resident is likely to suffer a serious impairment to health or safety as a result of termination.

##### J. Meter Reading and Estimated Bills:

###### (1) Meter Reading Non-Residential Customers:

- (a) the Company will make a reading attempt, to obtain an actual reading for every non-residential customer's account, on the regularly scheduled basis;
- (b) a reading attempt requires that a meter reader visit the premises between 8:00 AM and 5:00 PM on a business day, and follow any routine access instructions;
- (c) where circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and where the two (2) previous consecutive cycle bills were not based on an actual reading, the Company will make a second similar follow-up reading as soon as possible and within seven (7) calendar days after the scheduled reading date;

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