

..DID: 1748
..TXT: PSC NO: 90 GAS LEAF: 37
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)

G. Deferred Payment Agreement (DPA): (Cont'd)

(1) Residential: (Cont'd)

- (c) Before making a written offer, the Company will make a reasonable effort to contact by mail eligible customers or applicants for the purpose of offering a DPA based on the Customer's or applicant's financial circumstances. The Company may, at its discretion, require the Customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially.
- (d) A Standard Payment Agreement (SPA) offer will be sent to the Customer or applicant when the Company and the Customer or applicant have not already negotiated a DPA. If a termination notice is sent, a SPA offer with the following terms will be sent to the Customer not less than seven (7) calendar days (ten (10) days if mailed) before the earliest date on which termination may occur:
 - (i) a downpayment up to fifteen percent (15%) of the amount covered by the SPA or the cost of one-half (1/2) of one months' average usage, whichever is greater, or if the amount covered by the SPA is less than one-half (1/2) of one months' average usage, fifty percent (50%) of such amount;
 - (ii) and monthly installments up to the cost of one-half (1/2) of one months' average use or one-tenth (1/10) of the balance, whichever is greater.
- (e) A copy of the written negotiated agreement must be signed by the Customer and returned within six (6) business days from the date of negotiation to the Company in order to be valid. In the case of customers who are subject to a final notice of termination, the signed SPA must be returned to the Company before the expiration date of the termination notice in order to avoid termination. The Company may postpone a scheduled termination for up to ten (10) days for the purpose of negotiating an agreement. If the agreement is not signed and returned as required, the Company may terminate service.

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