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..TXT: PSC NO: 90 GAS LEAF: 54
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)

K. Backbilling:

(1) Residential:

- (a) The Company will not charge a residential customer for service rendered more than six (6) months prior to the mailing of the first bill for service to the residential customer unless the failure of the Company to bill at an earlier time was not due to the neglect of the Company or was due to the culpable conduct of the Customer. If the Customer remains liable for any such service and the delay in billing was not due to the culpable conduct of the Customer, the Company shall explain the reason for the late billing and will notify the Customer in writing that payments may be made under an installment payment plan. Any such installment plan may provide for a downpayment of no more than one-half (1/2) of the amount due from the Customer, or three (3) months average billing for that customer, whichever is less.
- (b) The Company may not adjust upward a bill previously rendered to a residential customer after twelve (12) months from the time the service to which the adjustment pertains was provided unless:
 - (i) failure to bill correctly was caused by the Customer's culpable conduct;
 - (ii) failure to bill correctly was not due to the neglect of the Company;
 - (iii) such adjustment is necessary to adjust a budget payment plan; or
 - (iv) there was a dispute between the Company and the Customer concerning the charges for service during the twelve-month period.
- (c) If the Company issues a billing adjustment increase of \$100.00 or more under Sections 8.K.(1)(b)(ii), 8.K.(1)(b)(iii) and 8K.(1)(b)(iv) of this Schedule, the Company will notify the Customer in writing that he or she has the right to pay the adjusted bill in regular monthly installments over a reasonable period that will not be less than three (3) months. An adjustment to increase previously rendered bills more than twelve (12) months after the time service was provided, pursuant to Sections 8.K.(1)(b)(ii), 8.K.(1)(b)(iii) and 8K.(1)(b)(iv) of this Schedule, will be made within four (4) months of the final resolution of the billing dispute.

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