

..DID: 1732
..TXT: PSC NO: 90 GAS LEAF: 16
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

3. APPLICATION AND CONTRACT: (CONT'D)

F. Denial of Service - **Residential**:

The Company will not deny residential application for service without sending to the applicant within three (3) business days of receipt of the application for service a written notice which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advises the applicant of his right to an investigation and review of the denial by the PSC or its authorized designees if the applicant considers the denial to be without justification. The Company will advise the applicant of the appropriate address and telephone number of the PSC, including the PSC's hotline number and the times of its availability. An application for service not approved within three (3) business days shall be deemed denied.

G. Denial of Service - **Non-Residential**:

The Company will not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application.

The written notice of denial will state the reason(s) for the denial and specify what the applicant must do to qualify for service. The applicant will be advised of the right to an investigation and review of the denial by the PSC or its authorized designee if the applicant considers the denial to be without justification, and will identify the appropriate address and telephone number of the PSC.

The Company will advise any applicant who submits an incomplete application, in writing and within three (3) business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.

H. **Residential** Penalty:

If the Company fails to initiate residential service within the time required by this section it will forfeit and pay to the applicant the sum of \$25.00 per day for each day that service is not supplied unless the PSC finds that the Company had good cause for not initiating service in the required time.

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