

..DID: 10447
..TXT: PSC NO: 90 GAS LEAF: 36
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 01/01/00 SUPERSEDING REVISION: 0
STAMPS:
RECEIVED: 11/12/99 STATUS: Effective EFFECTIVE: 01/01/00

GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

F. Complaint Procedures:

Any complaint filed with the Company regarding disputed bills charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the PSC rules contained in 16 NYCRR, Parts 11.20, 12, 13.15, 275.8 and 275.9.

The Company will not send a final notice of termination nor discontinue service regarding a disputed bill or deposit until it has complied with said PSC rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the PSC and are available to the public upon request at the business offices of the Company. In the Company's final response to a complaint, if the resolution is at all in the Company's favor, it will inform the Customer of the PSC's complaint handling procedures, including the PSC's address and telephone number.

G. Deferred Payment Agreement (DPA):

(1) Residential:

The Company will offer any eligible residential customer or applicant a DPA with specific terms as required by Part 11.10 of 16 NYCRR which sets forth in detail the following procedures. The DPA offer will be made in duplicate on the form on file with the PSC.

- (a) All residential customers and applicants are eligible for an DPA unless the Customer has broken an existing DPA which required payment over a period at least as long as the standard DPA described below, or the PSC determines that the Customer or applicant has the resources to pay the bill.
- (b) A specific written offer will be made to eligible customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a customer has broken a DPA that was for a shorter period than the standard DPA.

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