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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

24. BILLING AND COLLECTION SERVICES AND CHARGES: (CONT'D)

G. Overpayments (Cont'd)

- (1) Overpayments made by a Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process as described in General Information Section 31 of this Schedule will be credited to the Marketer's/Pool Operator's/Aggregation Pool Operator's/Direct Customer's account, if a prior shortage exists, or otherwise refunded. The credit or refund will occur within five (5) calendar days of the determination that an overpayment has occurred. Overpayments will earn interest at the rate of one and one-half percent (1.5%) per month from the date of the overpayment until the date of the credit or refund, whichever applies. The refund will be rendered by electronic funds transfer or other mutually agreeable method. Any applicable bank fees associated with electronic funds transfers shall be assessed to the Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer.
- (2) Overpayments made voluntarily by a Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer will be credited to the Marketer's/Pool Operator's/Aggregation Pool Operator's/Direct Customer's account and will not earn interest unless the overpayment is applied to the security deposit account.

25. NEW DELIVERY CUSTOMER REQUIREMENTS:

A. Initiating New Delivery Customer Service

- (1) A Marketer may notify the Company of a New Delivery Customer. Service will be initiated consistent with the applicable provisions of PSC No. 90 Gas, or superseding issues thereof, with the Marketer acting on behalf of the Applicant. The process is more fully set forth in the Gas Transportation Operating Procedures Manual.
- (2) The Company will acknowledge receipt of the notification within five (5) calendar days.

B. Commencement of Service

- (1) Service will commence after all connections are complete in accordance with the provisions of PSC No. 90 Gas, or superseding issues thereof. A special meter reading, as applicable, will be performed at no charge.

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