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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1

INITIAL EFFECTIVE DATE: 08/21/00 SUPERSEDING REVISION: 0

STAMPS:

RECEIVED: 06/08/00 STATUS: Effective EFFECTIVE: 08/21/00

GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

C. Rendition and Payment: (Cont'd)

Payment by mail properly stamped, addressed, and mailed on or before the past due date indicated on the bill as evidenced by a United States postmark, will be deemed to be payment prior to the application of late payment charges. Payment made via Electronic Funds Transfer ("EFT") shall be deemed paid on the date that funds are transferred from the Customer's bank account. A request by the Customer for adjustment of bills or any other complaint does not extend the date of the undisputed portion of bills which have been duly rendered.

Customers receiving standard bills produced and issued by the Company's automated billing system, excluding specialized bills, may elect to receive and pay bills through a participating bank or vendor under the Company's On-Line Billing ("OLB") option. Under OLB, a bill shall be deemed rendered when posted electronically. Payment under OLB will be considered made prior to the past due date if the Customer's bank, vendor, or authorized collector indicates that such a Customer's payment was made by the past due date as indicated on the bill.

D. Billing Period:

(1) A month as defined in the respective service classifications is any period consisting of not less than twenty-five (25) days nor more than thirty-five (35) consecutive days, and a bill for any shorter or longer period will be prorated on the basis of a thirty-day billing period except as hereinafter provided. However, when a customer discontinues service before the expiration of one (1) month, no proration under the price will be made.

(2) Interim Estimated Billing:

At its option, the Company will read meters and render bills monthly or bi-monthly, but ordinarily it will read meters of domestic and commercial customers once every two (2) months. Where meters are scheduled to be read bi-monthly, the Company may render an interim estimated bill, based on the best information available (approximately thirty (30) days) of the bi-monthly period using the following method:

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