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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 9 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 8
RECEIVED: 10/30/00 STATUS: Cancelled EFFECTIVE: 06/01/01

GENERAL INFORMATION

32. ALTERNATIVE BILLING ARRANGEMENTS: (CONT'D)

H. Performance Standards:

- (1) ESCOs/Marketers shall be required to meet billing performance standards. These standards, also imposed on the Company for analogous billing functions, are as follows:

(a) Single/Consolidated Bill Rendered by the Company:

- (i) Prior to offering an Alternative Billing Arrangement, the Company will provide the ESCO/Marketer with acceptable and verifiable written procedures for billing, mailing, and payment remittance processing, including the controls that are in place to ensure billing accuracy and the proper distribution of funds, messages and bill inserts.
- (ii) Bill Preparation:

The Company must mail the Single/Consolidated Bill to the Customer within one (1) Business Day from the time acceptable billing data is received by the Company from the ESCO/Marketer. The Company will use the applicable billing determinants provided by the ESCO/Marketer to calculate the ESCO/Marketer charges. Within that same Business Day, the Company shall send an acknowledgement to the ESCO/Marketer containing the number of bills, listed by account number, which were produced and mailed. That same acknowledgement shall be sent using electronic means, and shall contain a date and time stamp. If after two (2) Business Days, the ESCO/Marketer does not receive this acknowledgement, the ESCO/Marketer, upon notice to the Company, may bill the account(s) separately for its services under Dual Billing procedures. In such instance, the Company will be responsible for ESCO/Marketer billing costs incurred in rendering such Dual Bill.

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