

PSC No: 7 Gas    Leaf: 36  
Corning Natural Gas Corporation    Revision: 1  
Initial Effective Date: 07/25/2022                                        Superseding Revision:0  
Issued in compliance with Order Dated July 14, 2022 in Case No. 22-M-0159.

12. Meter Reading, Billing, Collection and Estimated Bills: (Cont'd.)

## I. Payment and Late Payment

All SC1 and SC5 bills are due when personally served or three (3) days after the mailing of the bill. If paid more than twenty (20) days after the bill is due, which date is shown on the bill, customers, except state agencies, shall be required to pay a late payment charge. Late payment charges at the rate of one and one-half percent (1 1/2%) per month shall be applied unless payment in full is made on the current bill and all bills in arrears, if any.

All SC2 bills are due when personally served or three (3) days after the mailing of the bill. If paid more than ten (10) days after the date of the bill, which date is shown on the bill, customers, except state agencies, shall be required to pay a late payment charge. Late payment charges at the rate of one and one-half percent (1 1/2%) per month shall be applied unless payment in full is made on the current bill and all bills in arrears, if any.

Service provided to a state agency shall be rendered in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984, effective July 1, 1984).

In case partial payment is made, it shall apply on the oldest bill in arrears. Remittance mailed on the last date a bill is payable without imposition of the late payment charges will not be subject to the late payment charge; postmark to be conclusive evidence of the time of mailing. The failure of a customer to receive the bill shall not exempt him from imposition of the late payment charge.

Non-Residential Customers: The Company may impose a continuing late payment charge on the amount charge on the amount billed for service used that was previously unbilled because the service was being provided through tampered equipment and the Company can demonstrate either that the condition began since the customer initiated service or that the customer actually knew or reasonably should have known the original billing was incorrect. The Company may also impose a continuing late payment charge on the balance due under a deferred payment agreement offered pursuant to Rule 14.3.

Except as provided in this rule, the Company may not charge any non-residential customer a late payment charge, penalty, fee, interest or other charge of any kind for any late payment or deferred payment agreement occasioned by the customer's failure to make timely payment for services.

## Compensation to Customers Experiencing Widespread Prolonged Service Interruption

In the event of a Widespread Prolonged Service Interruption effecting 1,500 or more customers, the Company will apply a credit of \$25 for any residential customer taking service under Service Classification 1 when the customer experiences service interruptions lasting at least 96 hours. The Company will provide a second \$25 credit when a service interruption lasts at least 120 hours and an additional \$25 after every full 24-hour period thereafter. If the Company receives a request from a customer for the service interruption credit, the Company will investigate and determine if the customer was affected by the widespread prolonged service interruption as defined by the Commission.

Issued by Michael German, C.E.O. and President, Corning, NY 14830  
Cancelled by 2 Rev. Leaf No. 36 Effective 09/30/2022