

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 06/24/22

Leaf: 70
Revision: 3
Superseding Revision: 2

GENERAL INFORMATION

4. Billing and Collections: (Cont'd.)

F. Complaint Procedures:

Any complaint filed with the Company regarding disputed bills charges or deposits shall be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16NYCRR Sections 11.20, 12, 13.15, 143.8 and 143.9.

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

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Company offices where application for service may be made. In the Company's final response to a complaint, if the resolution is at all in the Company's favor, it shall inform the customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

G. Deferred Payment Agreement ("DPA/EDPA"):

1. Residential

- (a) The Company shall offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 11.10 of 16 NYCRR which sets forth in detail the following procedures.
 - (i) All residential customers and applicants are eligible for an agreement unless the customer has broken an existing deferred payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.
 - (ii) A specific written and/or electronic offer shall 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 an agreement that was for a shorter period than the standard agreement.
 - (iii) The Company shall negotiate in good faith with any eligible customer or applicant in order to enter into an agreement that is fair and equitable considering the customer's or applicant's financial circumstances. The Company may, at its discretion, require the customer or applicant to complete a form detailing assets, income and expenses. Reasonable documentation to substantiate the information provided may be required. The Company shall treat all such information confidentially.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Binghamton, New York

Suspended to 10/22/2022 by order in Case 22-E-0317. See Supplement No. 26. The supplement filing date was 06/20/2022.
Suspended to 04/22/2023 by order in Case 22-E-0317. See Supplement No. 27. The supplement filing date was 09/22/2022.
Suspended to 07/01/2023 by order in Case 22-E-0317. See Supplement No. 28. The supplement filing date was 04/20/2023.
Suspended to 10/19/2023 by order in Case 22-E-0317. See Supplement No. 29. The supplement filing date was 06/28/2023.
Cancelled by supplement No. 30 effective 10/17/2023