

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

Leaf: 71  
Revision: 5  
Superseding Revision: 4

### GENERAL INFORMATION

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

##### G. Deferred Payment Agreement ("DPA/EDPA"): (Cont'd)

##### 1. Residential (Cont'd)

##### (iii) (Cont'd):

The Company shall make a written or electronic on-line offer of a deferred payment agreement, not less than seven calendar days (10 days if mailed) before the earliest date on which termination may occur, when payment of outstanding charges is a requirement for acceptance of an application for service, when payment of outstanding charges is a requirement for reconnection of service, or as required after a defaulted payment agreement that was for a term shorter than Rule 4.G.(1)(b)(i) and 16 NYCRR 11.10.

The Company may postpone a scheduled termination of service up to 10 calendar days after the date stated in the final notice of termination for the purpose of negotiating payment agreement terms, provided the customer is advised of such postponement.

- (b) A deferred payment agreement shall obligate the customer to make timely payments of all current charges and shall provide for:
- (i) a down payment up to 15% of the amount covered by the deferred payment agreement or the cost of ½ of one month's average usage, whichever is greater, unless such amount is less than the cost of ½ of one month's average usage, in which case the down payment may be up to 50% of such amount, and monthly installments of up to the cost of ½ of one month's average usage or one-tenth of the balance, whichever is greater.
  - (ii) any specific terms for down payment and payment mutually agreed upon after negotiation by the Company and customer.
  - (iii) if the customer demonstrates financial need, no down payment and installments as low as \$10 per month above current bills.

A deferred payment agreement can either be signed in duplicate or electronically by a Company Representative and the customer; a down payment, if required, must be received by the Company before the agreement becomes enforceable by either party. The deferred payment agreement is valid until the next billing period.

In the case of customers who are subject to a final notice of termination, the signed payment agreement must be returned to the Company or entered into electronically with the Company before the scheduled termination date in order to avoid termination.

A deferred payment agreement shall be renegotiated and amended if the customer or applicant demonstrates their financial circumstances have changed significantly beyond their control.

- (c) If a customer fails to make timely payment in accordance with a deferred payment agreement, the Company shall send a reminder notice at least eight calendar days prior to the issuance of a final notice of termination.

If by the 20th day after payment was due under the deferred payment agreement, the Company has neither received payment nor negotiated a new payment agreement, the Company may demand full payment of the total outstanding charges and send a final termination notice in accordance with Rule 4.E.(1)(a) and 16 NYCRR 11.4 and 11.10.

A late payment charge of 1.5% per month (18% per year) shall be assessed to any unpaid installments including any unpaid regular bills issued for service provided during the term of the agreement.

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 06/20/22  
Suspended to 04/22/2023 by order in Case 22-E-0317. See Supplement No. 27. The supplement filing date was 09/22/22  
Suspended to 07/01/2023 by order in Case 22-E-0317. See Supplement No. 28. The supplement filing date was 04/20/23  
Suspended to 10/19/2023 by order in Case 22-E-0317. See Supplement No. 29. The supplement filing date was 06/28/23  
Cancelled by supplement No. 30 effective 10/17/2023