

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 11/01/2023
Issued in compliance with Order in Case No. 22-E-0317, dated October 12, 2023.

Leaf: 59
Revision: 9
Superseding Revision: 8

GENERAL INFORMATION

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

B. Late Payment Charge: (Cont'd.)

2. Service to State Agencies 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.)
3. Application of late payment charges may be waived by the Company.

C. Rendition and Payment:

- i. Bills shall be deemed rendered, and other notices duly given, when delivered to the Customer personally or when mailed to the Customer at the premises supplied, or at the last known address of the Customer, or when left at either of such places, or when posted electronically. Failure to receive such bill, either by mail, personally, or electronically, shall not entitle the Customer to any delay in the settlement of each month's account nor to any extension of the date after which a late payment charge becomes applicable.
 1. A bill for electric service shall be rendered on a monthly basis, however, if causes beyond the Company's control causes an irregularity in rendering a bill, no bill need be rendered before the sooner of: (i) the passage of 75 calendar days from the date of the previous bill, or (ii) the date that the cause of such delay has been remediated. Additionally, if a customer that participates in one of the following Rules, the regular interval may exceed 75 days:
 - a. a Quarterly Payment Plan as provided in Rule 4.C.2 herein; or
 - b. a customer that is billed bi-monthly (e.g., a customer that takes service under Service Classification No. 2 and meters are read bi-monthly); or
 - c. a customer that takes service under Service Classification No. 1 or Service Classification No. 8 and elects Seasonal service.
 2. If the Company has a billing irregularity it shall communicate the delay to customers (e.g., such communication can be made via phone call or email).
 3. As provided in General Rule 4.B. above, the Late Payment Charge shall be assessed 23 days after the date on which the bill is rendered.
 4. Beginning 90 calendar days after the final Commissioner Order in Case No. 22-E-0317, a Community Distributed Generation ("CDG") satellite customer, as described in Rule 37, who has not received a revised or corrected invoice within 45 calendar days of the bill issuance date, shall receive a credit of \$10 for each month in excess of the initial 45-day period that the CDG credits are applied, and the invoice issued ("Monthly Credit").
 - a. A CDG satellite customer who has not received credits on their invoice for at least four months as of the date of issuance of a final Commissioner Order in Case No. 22-E-0317, or who has not received the correct amount of the CDG credits, shall be eligible for the Monthly Credit.
 - b. If the CDG billing delays are due to factors outside of the Company's control, the Company shall not be required to provide the Monthly Credit.

ISSUED BY: Jeremy J. Euto, Vice President – Regulatory, Binghamton, New York