

PSC NO: 90 GAS

NEW YORK STATE ELECTRIC &amp; GAS CORPORATION

INITIAL EFFECTIVE DATE: 11/01/2023

Issued in compliance with Order in Case No. 22-G-0318, dated October 12, 2023.

LEAF: 23

REVISION: 8

SUPERSEDING REVISION: 7

**GENERAL INFORMATION****8. 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:**

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.

- i. 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 the Quarterly Payment Plan as provided in Rule 8.C.3 herein, the regular interval may exceed 75 days;
- ii. 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).
- iii. As provided in General Rule 8.B. above, the Late Payment Charge shall be assessed 23 days after the date on which the bill is rendered.

Payment by mail properly stamped, addressed, and mailed on or before the past due date indicated on the bill as evidenced by a United States postmark, shall be deemed to be payment prior to the application of late payment charges. Payment made via Electronic Funds Transfer ("EFT") shall be deemed paid on the date that funds are transferred from the Customer's bank account. A request by the Customer for adjustment of bills or any other complaint does not extend the date of the undisputed portion of bills which have been duly rendered.

Customers receiving standard bills produced and issued by the Company's automated billing system, excluding specialized bills, may elect to receive and pay bills through a participating bank or vendor under the Company's On-Line Billing ("OLB") option. Under OLB, a bill shall be deemed rendered when posted electronically. Payment under OLB shall be considered made prior to the past due date if the Customer's bank, vendor, or authorized collector indicates that such a Customer's payment was made by the past due date as indicated on the bill.