

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
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Superseding Revision:

Rule 24 - Deferred Payment Agreement (continued)

one-sixth of the balance, whichever is greater, and to pay late payment charges during the period of the agreement, and to pay a security deposit in three (3) installments, fifty percent (50%) down and two (2) monthly payments of the balance, if previously requested.

When the Company renders a backbill, which exceeds the cost of twice the Customer's average monthly usage or One Hundred Dollars (\$100), whichever is greater, provided, however, that the Company shall not be required to offer an agreement when the Customer knows, or reasonably should have known, that the original billing was incorrect, the Customer may be required to pay the outstanding charges in monthly installments of up to the cost of one-half of the Customer's average monthly usage or one twenty-fourth of such charges, whichever is greater.

The Deferred Payment Agreement - Non-Residential may provide for a greater or lesser down payment, a longer or shorter period of time, and payment on any schedule, if mutually agreed upon by the parties.

The first time a Customer fails to make timely payment in accordance with a Deferred Payment Agreement - Non-Residential, the Company shall give the Customer a reasonable opportunity to keep the agreement in force by paying any amounts due under the agreement.

Except as provided in the preceding paragraph, if a Customer fails to comply with the terms of a Deferred Payment Agreement - Non-Residential, the Company may demand full payment of the total outstanding charges and send a final termination notice.

25. Complaint Procedures

Any complaint filed regarding the Company's disputed bills, charges or deposits shall be promptly investigated in accordance with the procedures and form of notice required by the Commission rules contained in 16 NYCRR, Section 11.20, Complaints to the Utility, Part 143, Notice of Discontinuance and Complaint Procedures, and 16 NYCRR, § 13.15, Complaint-Handling Procedures.