

PSC NO: 121 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 06/19/19

Leaf: 14.1
Revision: 9
Superseding Revision: 8

GENERAL INFORMATION

18. Reserved for Future Use

19. Service Guarantee

The Company guarantees to keep service appointments made at the customer's request. If the Company does not keep an appointment within the timeframe agreed upon, a credit shall be applied to the customer's next bill. The credit shall be \$20.00.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

(i) Reserved for Future Use

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

Cancelled by supplement No. 34 effective 11/24/2020

Suspended to 12/01/2020 by order in Case 19-E-0378. See Supplement No. 33. The supplement filing date was 10/22/2020
Suspended to 11/01/2020 by order in Case 19-E-0378. See Supplement No. 32. The supplement filing date was 08/20/2020
Suspended to 09/14/2020 by order in Case 19-E-0378. See Supplement No. 31. The supplement filing date was 06/25/2020
Suspended to 07/16/2020 by order in Case 19-E-0378. See Supplement No. 30. The supplement filing date was 03/24/2020
Suspended to 04/17/2020 by order in Case 19-E-0378. See Supplement No. 29. The supplement filing date was 09/26/2019