

PSC NO: 121 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 01/17/18
Issued in compliance with Order in Case No. 09-M-0311, dated 12/19/17.

Leaf: 14.1
Revision: 7
Superseding Revision: 6

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.

20. Reliability Support Services (RSS) Surcharge

The RSS surcharge provides for recovery from customers of costs incurred by the Company and approved by the Commission for third-party services to ensure that local reliability needs are met.

- A. The RSS surcharge is applicable to customers taking service under Service Classification Nos. 1, 2, 3, and 4, regardless of supplier.
- B. The RSS surcharge shall include the following applicable costs and credits ("Net RSS Costs"):
 - 1. monthly fixed payment costs; outside service and consultancy costs (i.e., cost of service study, costs associated with Requests For Proposals, and other applicable costs); applicable capital expenditures; and any other costs passed on by any third-party to ensure local reliability needs; and
 - 2. any payments or credits received by the Company for energy and ancillary service revenues; any payments or credits received by the Company for capacity revenues; and any other applicable payments or credits by any third party (e.g., other utility payments).
- C. Net RSS costs shall be allocated to each service classification based upon its most recent transmission plant allocator.
- D. The RSS surcharge shall be collected from each customer as follows:
 - (i) per kWh for Service Classification Nos. 1, 2, 3, and 4.

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