

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 05/01/19
Issued in compliance with Notice in Case No. 18-M-0679 issued November 30, 2018.

Leaf: 97
Revision: 4
Superseding Revision: 3

GENERAL INFORMATION

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

M. Termination of Service Due to Customer Request:

- (1) Upon receipt of either oral or written notification from the residential customer that the customer will not require or be responsible for the electric service as of a certain date, the Company shall attempt to read the meter within 48 hours of such request for termination, render a final bill and at its option terminate the service.
- (2) Upon receipt of either oral or written notification from the non-residential customer that the customer will not require or be responsible for the electric service as of a certain date, the Company shall attempt to read the meter within 48 hours of such request for termination, render a final bill and at its option terminate the service.
- (3) In the case where the Company was unable to obtain an actual final meter reading on the requested date, the Company may estimate the customer's final billing according to the best available information. A gas or electric corporation shall not be required to provide a physical meter reading during a holiday or non-work day. The duration of the required notice is stated in the term clause of each service classification.

N. Cessation of Service:

Cessation of service means that the taking of all service by the customer at a given locality shall entirely cease for not less than 30 days. The term as defined in each service classification is applicable to each customer, but a change of location does not constitute a discontinuance of service for the purpose of determining the length of time during which customer has taken service.

O. Shared Meters:

In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The Company shall establish an account billed under the applicable service classification, in the owner's name for all service registered on the shared meter after that date and shall rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a copy of the entire rules governing shared meters from the Company's office.

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