

PSC NO: 90 Gas  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 04/01/14

Leaf No: 71  
Revision: 5  
Superseding Revision: 4

#### GENERAL INFORMATION

### 8. BILLING AND COLLECTIONS: (CONT'D)

#### Q. Budget Billing: (Cont'd)

##### (2) Non-Residential: (Cont'd)

##### (b) Budget billing plan will: (Cont'd)

- (v) when the budget billing amount is revised, provide the customer with a general description of such revised calculation, and a telephone number to be called for a more detailed explanation of the revision; and
- (vi) limit enrollment in the plan to a time of year when the customer will not be subject to undue disadvantage.

##### (c) Removal from Budget Billing Plan:

- (i) A customer may request that the Company remove the customer from the budget billing plan and reinstate regular billing at any time. Within ten business days of the request, the Company will issue either a final budget settlement bill or the next cycle bill with any necessary adjustments.
- (ii) The Company may only remove a customer from its budget billing plan if the customer becomes ineligible under Section 8.Q.(2)(a) of this Schedule, provided that the Company has given the Customer an opportunity to become current in payment. If delinquency is the cause of the customer's ineligibility, such opportunity need only be given once in any 12-month period.

#### R. 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 will be applied to the customer's next bill. The credit will 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.

#### S. Metered

The extent of the customer's use of the Company's service shall be determined by the readings of the meters installed by the Company.

#### T. Customer Credit Data

The Company, at the request of the customer of record will furnish a summary of the most recent 12 months of available credit data for customers currently taking service from the Company, or 12 months of available credit data from the last date of service by the Company for prior customers. Customer data will be provided to the customer only at the written or in-person request of the customer offering reasonable proof that the requesting party is the customer of record. Customer data will be provided to the customer's designee only if the designee provides written authorization from the customer and offers reasonable proof that the requesting party is the party authorized to receive the data.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York