

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 04/01/14

Leaf: 25  
Revision: 2  
Superseding Revision: 0

## GENERAL INFORMATION

### 2. How Service May Be Obtained: (Cont'd.)

#### I. Application for Service (Cont'd.)

##### (1) **Residential** (Cont'd)

##### (b) Former Indebtedness Paid - Residential

The Company shall not be obligated to provide service to a residential applicant who owes the Company money for residential service provided to a prior account in their name unless:

- (i) The applicant makes full payment for residential service provided to any such prior account in his or her name; or
- (ii) the applicant agrees to make payments under a deferred payment plan of any amounts due for service to a prior account in his or her name; or
- (iii) the applicant has pending a billing dispute with respect to any amounts due for service to a prior account in his or her name and has paid any amounts required to be paid; or
- (iv) the applicant is a recipient of, or an applicant for, public assistance, supplemental security income benefits or additional state payments pursuant to the Social Services Law, and the Company receives from an official of the social services district in which the applicant resides, or is notified by such an official that it is entitled to receive, payment for services due to a prior account in the applicant's name together with a guarantee of future payments to the extent authorized by the social services law; or
- (v) the Commission or its authorized designee directs the provision of service.

##### (c) Obligation to Serve - Residential

The Company shall be obligated to provide service to any residential applicant who meets the requirements of Rule 2.H.(1)(a) and (b) above within five business days of receipt of a completed oral or written application for service, except:

- (i) Where prevented by labor strikes or precluded by law;
- (ii) where precluded by consideration of public safety;
- (iii) where the applicant fails to pay, or agree in writing to pay, reasonably chargeable material and installation costs relating to temporary or permanent line extensions or service laterals as required by this tariff or fails to comply with the Residential Insulation Standards contained herein; or
- (iv) where precluded by physical impediments including:
  - adverse weather conditions;
  - inability to gain access to premises in the possession of the applicant or others;
  - incomplete construction of necessary facilities by the applicant or inspection thereof by the appropriate authorities; or
  - incomplete construction of necessary facilities by the Company; or

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