

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

Leaf: 69
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

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

E. Termination of Service: (Cont'd)

10. When There Is No Customer Applicability:

- (a) Nothing in this section shall affect a Company's right to suspend, curtail or disconnect service:
 - (i) when there is no customer and service is being provided through tampered equipment;
 - (ii) when, in the case of a Non-residential customer, there is no customer and the Company can show that the user will require service for a period of less than one week, provided that the Company makes a reasonable effort to notify the user and to provide the user with an opportunity to apply for service before termination;
 - (iii) when there is no customer and the Company has provided advance written notice to the occupant stating the Company's intent to terminate service unless the responsible party applies for service and is accepted as a customer. Such notice shall be made, either by posting 48 hours or by mailing at least five and no more than 30 calendar days before disconnection;
 - (iv) as permitted by Rule 11 of this part.
- (b) Nothing in this section shall affect a utility's obligation to comply with the additional requirements set forth in Rule 9 of this part relating to termination of service to multiple dwellings and two family homes.

11. Emergency Disconnections:

The Company will suspend, curtail or disconnect service without notice when:

- (a) an emergency may threaten the health or safety of a person, a surrounding area, or the Company's transmission or distribution systems;
- (b) there is a need to make permanent or temporary repairs, changes or improvements in any part of the Company's system;
- (c) there is a governmental order or directive requiring the Company to do so.

However, the Company shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service will be interrupted for any of the above reasons.

The Company shall act promptly to restore service as soon as possible after disconnection under this section. Service to residential customers will be restored before it may be terminated for any other reason. Non-residential service, however, need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Company has the lawful right to terminate service for another reason.

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