

## GENERAL INFORMATION

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

#### B. Late Payment Charge: (Cont'd.)

The amount subject to an initial late payment charge is the current bill. Also subject to additional late payment charges are any unpaid amounts previously billed, including late payment charges thereon, which were not received by the Corporation before such date shown on the bill. Such additional late payment charges will be billed at one and one-half percent (1 1/2%) per month.

The Corporation will impose a continuing late payment charge on **Non-Residential** customers for the amount billed for service used that was previously unbilled because the service was being provided through tampered equipment where the Corporation can demonstrate either that the condition began since the customer initiated service or that the customer actually knew or reasonably should have known the original billing was incorrect.

2. State Agencies: Service to State Agencies will be rendered in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984, effective July 1, 1984.)

#### C. Rendition and Payment:

Bills shall be deemed rendered, and other notices duly given, when delivered to the customer personally or when mailed to the customer at the premises supplied, or at the last known address of the customer, or when left at either of such places, or when posted electronically. Failure to receive such bill, either by mail, personally, or electronically, will not entitle the customer to any delay in the settlement of each month's account nor to any extension of the date after which a late payment charge becomes applicable.

Payment by mail properly stamped, addressed, and mailed on or before the past due date indicated on the bill as evidenced by the United States postmark, will be deemed to be payment prior to the application of late payment charges. Payment made via electronic funds transfer (EFT) shall be deemed paid on the date that funds are transferred from the customer's bank account. A request by the customer for adjustment of bills or any other complaint does not extend the date of the undisputed portion of bills which have been duly rendered.

Customers receiving standard bills produced and issued by the Corporation's automated billing system, excluding specialized bills, may elect to receive and pay their bill through a participating bank or vendor under the Corporation's Online Billing (OLB) option. Under OLB, a bill shall be deemed rendered when posted electronically. Payment under OLB will be considered made prior to the past due date if the customer's bank, vendor, or authorized collector indicates that such a customer's payment was made by the past due date as indicated on the bill.

#### 1. Dishonored Payment

Should the Company receive a negotiable instrument from an applicant or customer in payment of any bill, charge or deposit due, and such instrument be subsequently dishonored or be uncollectible for any reason, the Company shall charge a fee of \$20.00 to the applicant or customer, as permitted by General Obligations Law Section 5-328.