

Effective Date: 07/21/2016

PSC NO: 90 GAS
NEW YORK STATE ELECTRIC & GAS CORPORATION
INITIAL EFFECTIVE DATE: 06/19/15

LEAF: 32
REVISION: 2
SUPERSEDING REVISION: 1

GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

E. Termination of Service: (Cont'd)

(5) Days and Time When Termination of Service is Not Permitted: (Cont'd)

- (b) Non-residential - The Company shall not terminate service, except as provided by Rule 8.E.11, for non-payment of bills or failure to post a required deposit or failure to provide access on:
 - (i) A Saturday, Sunday or public holiday; or
 - (ii) A day on which the business offices of the Company or the Commission are closed.
- (c) Disconnections shall only be made between the hours of 8:00 a.m. and 6:00 p.m., except that on days preceding the days listed in (b)(i) and (ii) above, termination may only occur after 3:00 p.m. if the customer is informed by personal contact prior to termination that termination is about to occur and the Company is prepared to accept a check for payment required to avoid termination. Customer's paying at time of termination shall also be subject to a Trip Charge as set forth in Rule 8.E.(14). The term public holiday as used in (a) and (b) refers to those holidays defined in the General Construction Law.

(6) Payment at the Time of Termination - **Non-Residential** Only:

- (a) If a non-residential customer claims, at the time that termination for non-payment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the PSC with regard to the charges demanded, the Company's field representative shall make a reasonable effort to verify this information with a Company office representative and shall not terminate service for non-payment of any verified disputed amount.
- (b) If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Company's representative shall accept such payment and not terminate service.
- (c) If an eligible customer signs a DPA pursuant to Section 8.G. of this Schedule, for the full amount that forms the basis for a scheduled termination and offers payment of the required down payment at the time of termination, the Company representative shall accept such down payment and not terminate service. If the Company allows the Customer an extension of time to go to a business office to sign the DPA, and the Customer agrees to do so and offers payment of the required down payment, the Company representative shall accept such down payment and not terminate service; provided, however, that the Company may terminate service without further notice if the Customer fails to sign the DPA within the specified time.

Issued By: James A. Lahtinen, Vice President – Rates and Regulatory Economics, Binghamton, NY