

Effective Date: 07/21/2016

PSC NO: 119 ELECTRICITY
 NEW YORK STATE ELECTRIC & GAS CORPORATION
 Initial Effective Date: 06/19/15

Leaf: 67
 Revision: 2
 Superseding Revision: 1

GENERAL INFORMATION

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

E. Termination of Service: (Cont'd)

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 Public Service Commission with regard to the charges demanded, the Company's field representative shall make a reasonable effort to verify this information with a Company's 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 deferred payment agreement pursuant to Section 4.G of this tariff, for the full amount that forms the basis for a scheduled termination and offers payment of the required downpayment 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 deferred payment agreement, and the customer agrees to do so and offers payment of the required downpayment, 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 agreement within the specified time.
- (d) If a customer has, within the last 24 months, paid for service with a check that was dishonored, the Company has the right to accept only cash, certified check, or money order as payment under paragraphs (b) or (c) of this subdivision.
- (e) Whenever payment is made at the time of termination, the Company's field representative shall provide a customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative. Customer's paying at time of termination shall also be subject to a Trip Charge as set forth in Rule 4.E.14.

7. Voluntary Third Party Notice Prior to Termination of Service:

The Company shall permit a residential customer to designate a third party to receive a copy of every notice of termination of service sent to such residential customer, provided that such third party indicates in writing his or her willingness to receive such notices. Residential customers shall be notified annually of the availability of the third party notice procedure.

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