

PSC NO: 10 – Electricity  
Consolidated Edison Company of New York, Inc.  
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## GENERAL RULES

### 12.4 Deferred Payment Agreements

A “deferred payment agreement” is an agreement for the payment of outstanding charges over a specified period of time. The Company will offer any eligible Customer or applicant a deferred payment agreement as required by 16 NYCRR §11.10 for residential Customers and 16 NYCRR §13.5 for non-residential Customers, which set forth in detail the procedures summarized here. The forms of application are set forth in Application Forms D and E in the General Rules.

#### 12.4.1 Residential Customers:

- a. **Eligibility:** All residential Customers and applicants are eligible for an agreement unless the Customer has broken an existing payment agreement that required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the Customer or applicant has the resources to pay the bill.
- b. **Written Offers:** A specific written offer will be made to eligible Customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, or when a Customer has broken an agreement that was for a shorter period than the standard agreement.
- c. **Negotiating Agreements:** Before making a written offer, the Company will make a reasonable effort to contact eligible Customers or applicants in order to negotiate agreement terms that are fair and equitable considering the Customer's financial circumstances. The Company may, at its discretion, require the Customer to complete a form showing his or her assets, income and certain expenses and provide reasonable substantiation of such information and shall treat all such information confidentially. The Company also may postpone a scheduled termination for up to 10 days for the purpose of negotiating an agreement.
- d. **The Standard Agreement:** If the Company and the Customer or applicant are unable to agree upon specific terms, the Company will offer an agreement with the following terms:
  - i. a downpayment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one month's average usage, whichever is greater, or if the amount covered by the agreement is less than one-half of one month's average usage, 50 percent of such amount; and
  - ii. monthly installments up to the cost of one-half of one month's average use or one-tenth of the balance, whichever is greater.

In the event service was disconnected for nonpayment, the Company may require a downpayment of one-half the arrears that was the basis for disconnection or three months' billing, whichever is less.

Issued by: Robert N. Hoglund, Senior Vice President & Chief Financial Officer, New York, NY