

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 12/01/12

Leaf: 92
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

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

L. Customer Deposit: (Cont'd.)

1. Deposit Requirements –

Non-Residential

- (a) The Company may require a customer deposit from any new customer or from an existing customer:
- (1) who is delinquent. A customer is delinquent for the purpose of deposit assessment if two or more late payments were made within the previous 12 month period; or
 - (2) whose financial condition is such that it is likely that the customer may default in the future; provided, however, that the Company must have reliable evidence of such condition, such as reports from accepted financial reporting services, or credit reporting agencies;
 - (3) who has filed for reorganization or bankruptcy; or
 - (4) who has been rendered a backbill within the last twelve months for previously unbilled charges for service through tampered equipment.
- (b) The Company shall offer an existing customer, from whom a deposit is required under Rule A(2)(a) or (b), the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance.
- (c) A request for a deposit or deposit increase will be in writing and will advise the customer:
- (1) why the deposit is being requested;
 - (2) how the amount of the deposit was calculated;
 - (3) that the deposit is subject to later upward or downward revision based on the customer's subsequent billing history;
 - (4) that the customer may request that the Corporation review the account in order to assure that the deposit is not excessive;
 - (5) the circumstances under which the deposit will be refunded;
 - (6) that the customer will receive annual notice of the interest credited to the account;
 - (7) about the available deposit alternatives; and
 - (8) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (d) The Company shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

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