

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

Leaf: 79  
Revision: 1  
Superseding Revision: 0

### GENERAL INFORMATION

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

##### H. Reconnection of Service:

When a customer's service is terminated in accordance with Rule 4.E.1 for non-payment of bills, the Company reserves the right to refuse to furnish service to:

- (a) A residential customer at the same or any other location until:
  - (1) The Company receives the full amount of arrears for which service was terminated; or
  - (2) The Company and the customer reach agreement on a deferred payment plan and the customer pays a down payment, if required; or
  - (3) The Commission or its designee so directs; or
  - (4) The Company receives a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or
  - (5) The Company has notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of reconnection.
  - (6) The Company will reconnect service to any customer that was suspended as a result of a Supplier-initiated request for suspension for non-payment of commodity service upon the expiration of one year after termination of commodity service by the Supplier. See Rule 4.E.(12) of this Schedule, Termination of Service in Regard to the Purchase of ESCO Accounts Receivable Program (POR).
- (b) Non-Residential customers at the same or any other location until receipt by the Company of all tariff charges including the lawful reconnection charge, any other charges, fees or penalties due, legal fees, court costs, and disbursements, if applicable, and either:
  - (1) The full amount of arrears and/or a security deposit for which service has been terminated, and any other tariff charges billed after the issuance of the termination notice which are in arrears at the time reconnection is requested; or
  - (2) The Company and customer reach agreement on, and sign, a deferred payment agreement for the amounts set forth in 4.H.(1) above and the customer pays a down payment if required; or

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