

PSC NO: 121 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 12/01/12

Leaf: 14.1  
Revision: 4  
Superseding Revision: 2

## GENERAL INFORMATION

### 18. Surcharge to Collect Temporary State Assessment

Each customer bill for service under Service Classification Nos. 1, 2, 3, and 4 will be increased to collect a Temporary State Energy and Utility Service Conservation Assessment pursuant to the Commission's *Order Implementing Temporary State Assessment*, issued June 19, 2009. The surcharge rate will be multiplied by all kilowatthours delivered.

Each year a reconciliation of the amounts to be recovered through the surcharge and the actual amounts collected will be reflected in the establishment of the TSAS for the following year.

A Temporary State Assessment Surcharge (TSAS) Statement setting forth the surcharges by service classification will be filed with the Public Service Commission on not less than fifteen (15) days notice. Such statement can be found at the end of this Schedule (PSC 121 – Electricity).

### 19. Service Guarantee

The Company guarantees to keep service appointments made at the customer's request. If the Company does not keep an appointment within the timeframe agreed upon, a credit will be applied to the customer's next bill. The credit will be \$20.00.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

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