

B. How Service May Be Obtained: (Cont'd.)

five business days of receipt of a completed oral or written application for service except as provided under 16 NYCRR 11.3.

3. Consumer Deposits - Residential:

(a) The Company may require a consumer deposit for new seasonal or short-term residential customers and residential customers as a condition of receiving utility service if such customers are delinquent in payment of their utility bills. A current customer is delinquent for the purpose of a deposit assessment if such customer

(1) accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bi-monthly bill within fifty days after the bill is due; provided that the Company requests such deposit within two months of such failure to pay; or

(2) had utility service terminated for non-payment during the preceding six months.

Customers included in paragraph (a) above shall be provided a written notice, at least 20 days before a deposit is assessed, that the failure to make timely payment will permit the Company to require a deposit from such customer. If a deposit from a current residential customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

(b) Deposits from new or current residential customers may not exceed two times the estimated average monthly bill for a calendar year except in the case of gas space heating customers where deposits may not exceed two times the estimated average monthly bill for the heating season, to secure payment for services actually rendered, or for the rental of fixtures, instruments and