

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 09/01/03

Leaf: 100
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

O. Balanced Billing: (Cont'd.)

Non-Residential

2. Balanced Billing Plan Will:

- (a) establish an eligible customer's monthly or bi-monthly balanced billing amount which will take into consideration the best available relevant factors including the Corporation's standard estimation factors, projected rates, and taxes;
- (b) compare the actual cost of service rendered, as determined by actual meter readings and any rate increases or decreases, to the balanced billing amount, and for adjusting upwards or downwards the balanced billing amount to minimize the adjustment required on the final settlement bill, which comparison will be done not less than two nor more than four times annually, and at the end of the plan year;
- (c) identify the total of the balanced billing amounts billed and the total of the actual dollar value of the consumption used during the period covered by the current bill;
- (d) provide a final balanced settlement bill that will be rendered at the end of the plan year or when the customer requests removal from the balanced billing plan or when the utility removes the customer from the balanced billing plan which:
 - (1) sets forth a reconciliation between the total balanced billing amount billed, the cost of service actually used and the amounts paid during the plan period; and
 - (2) if payment was received in excess of the cost of service actually used during the plan period, will advise the customer of the Corporation's policy regarding return of the excess payment. Excess payment may be credited to the customer's account or upon request refunded by check within 30 calendar days of the rendering of the final balanced settlement bill.
- (e) when the balanced billing amount is revised, provide the customer with a general description of such revised calculation, and a telephone number to be called for a more detailed explanation of the revision; and
- (f) limit enrollment in the plan to a time of year when the customer will not be subject to undue disadvantage.

3. Removal from Balanced Billing Plan:

- (a) A customer may request that the Corporation remove the customer from the balanced billing plan and reinstate regular billing at any time, the Corporation will render a final balanced settlement bill, prior to the time of the next cycle bill that is rendered more than 10 business days after the request.
- (b) The Corporation may only remove a customer from its balanced billing plan if the customer becomes ineligible under subdivision 1 (eligibility) of this section, provided that the Corporation has given the customer an opportunity to become current in payment, if delinquency is the cause of the customer's ineligibility, such opportunity need only be given once in any 12-month period.

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