

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

Leaf: 71
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

G. Deferred Payment Agreement: (Cont'd.)

Residential (Cont'd.)

4. A Standard Payment Agreement offer will be sent to the customer or applicant when the Corporation and the customer or applicant have not already negotiated a deferred payment agreement. If a termination notice is sent, a standard payment agreement offer with the following terms will be sent to the customer not less than seven calendar days (ten days if mailed) before the earliest date on which termination may occur:
 - (a) a downpayment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one months' average usage, whichever is greater, or if the amount covered by the agreement is less than one-half of one months' average usage, 50 percent of such amount;
 - (b) and monthly installments up to the cost of one-half of one months' average use or one-tenth of the balance, whichever is greater.
5. A copy of the written negotiated agreement must be signed by the customer and returned within six business days from the date of negotiation to the Corporation in order to be valid. In the case of customers who are subject to a final notice of termination, the signed standard agreement must be returned to the Corporation before the expiration date of the termination notice in order to avoid termination. The Corporation may postpone a scheduled termination for up to ten days for the purpose of negotiating an agreement. If the agreement is not signed and returned as required, the Corporation may terminate service.
6. If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Corporation will adjust the terms of the agreement to reflect such changes.
7. If a customer fails to make timely payment of installments in accordance with a deferred payment agreement, the Corporation will send a reminder notice at least eight calendar days before sending a final notice of termination. If a customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new agreement, the Corporation may demand full payment and send a final notice of termination in accordance with 16 NYCRR 11.4 and 11.10 and subparagraph 4.E.1a.
8. A late payment charge of 1.5% per month (18% per year) will be assessed to the unpaid account balance during the terms of the agreement. If payments are made on time, the late payment charges will be credited to the account at the completion of the agreement.

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