

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

Leaf: 70  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

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

##### F. Complaint Procedures:

Any complaint filed with the Corporation regarding disputed bills charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in Title 16 of the New York Code of Rules and Regulations, Sections 11.20, 12, 13.15, 143.8 and 143.9.

The Corporation will not send a final notice of termination nor discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Corporation's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the business offices of the Corporation. In the Corporation's final response to a complaint, if the resolution is at all in the Corporation's favor, it will inform the customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

##### G. Deferred Payment Agreement:

###### **Residential**

The Corporation will offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 11.10 of 16 NYCRR which sets forth in detail the following procedures. The agreement offer will be made in duplicate on the form set forth in Leaf 16-D-2 and 16-D-3 of this tariff.

1. All residential customers and applicants are eligible for an agreement unless the customer has broken an existing deferred payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.
2. A specific written offer will be made to eligible customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a customer has broken an agreement that was for a shorter period than the standard agreement.
3. Before making a written offer, the Corporation will make a reasonable effort to contact by mail eligible customers or applicants for the purpose of offering a deferred payment agreement based on the customer's or applicant's financial circumstances. The Corporation may, at its discretion, require the customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially.

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