

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

Leaf: 69  
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Superseding Revision:

### GENERAL INFORMATION

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

##### E. Termination of Service: (Cont'd)

##### 10. Applicability:

- (a) Nothing in this section shall affect a Corporation's right to suspend, curtail or disconnect service:
  - (i) when there is no customer and service is being provided through tampered equipment;
  - (ii) when there is no customer and the Corporation can show that the user will require service for a period of less than one week, provided that it makes a reasonable effort to advise the user before disconnection and to provide the user an opportunity to apply for service;
  - (iii) when there is no customer and the utility has provided advance written notice to the occupant stating its intent to disconnect service unless the responsible party applies for service and is accepted as a customer, and advising the occupant of the location of the nearest Corporation business office where application can be made, either by posting 48 hours or by mailing at least five and no more than 30 calendar days before disconnection;
  - (iv) as permitted by Section 11 of this part.
- (b) Nothing in this section shall affect a utility's obligation to comply with the additional requirements set forth in section 9 of this part relating to termination of service to multiple dwellings and two family homes.

##### 11. Emergency Disconnections:

The Corporation will suspend, curtail or disconnect service to a building, unit or piece of equipment, without notice when:

- (a) an emergency may threaten the health or safety of a person, a surrounding area, or the Corporation's generation, transportation or distribution systems;
- (b) there is a need to make permanent or temporary repairs, changes or improvements in any part of the system;
- (c) there is a governmental order or directive requiring the Corporation to do so.

However, the Corporation will, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service will be interrupted for any of the above reasons.

The Corporation will act promptly to restore service as soon as possible after disconnection under this section. Service to residential customers will be restored before it may be terminated for any other reason. Non-residential service, however, need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Corporation has the lawful right to terminate service for another reason.

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