

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

Leaf: 73
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

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

Residential (Cont'd.)

9. Residential Customer Payment Agreement - Form (Cont'd)

PAYMENT AGREEMENT RULES

This agreement must be fair and must be based on your ability to pay.

If you are unable to pay under the terms of this agreement, you should not sign it and either call us at the phone numbers on the front of this agreement or come to our office.

If you can demonstrate financial need, alternative terms will be arranged. Depending on your financial circumstances, a downpayment may not be required, and installments may be as low as \$10 per month.

If you are a recipient of public assistance or supplemental security income, assistance to pay your utility bill may be available from your local Department of Social Services.

If your financial circumstances change during the course of this agreement for reasons beyond your control, the terms of this agreement may be adjusted to reflect such changes. If a change is needed, call us at the phone numbers on the front of this agreement or come to our office.

LATE PAYMENT CHARGES

A late payment charge of 1.5% per month (18% per year) will be billed on your unpaid account balance during the terms of this agreement. If payments are made on time, the late payment charges will be credited to your account at the completion of this agreement.

WHAT HAPPENS IF PAYMENTS ARE NOT MADE

If we do not receive payments of your installments and current bills on time, you may be required to pay the total amount due on your account. NYSEG will send you a termination notice allowing you 15 days before service is turned off.

PUBLIC SERVICE COMMISSION HELPLINE

If further assistance is needed, you may call the New York State Public Service Commission at 1-800-342-3377 8:30 AM to 4:30 PM on business days.

HOW DOES BALANCED BILLING WORK?

There is no charge for this service. We estimate your total annual usage based on your previous year's use of electricity and/or natural gas. We then divide that estimate by 12 to get your monthly balanced billing amount. We will review your account every three months to make sure your energy use is in line with your monthly payments. If necessary, we will adjust your monthly payment so you have neither a big credit nor a large amount due (debit) when your account is balanced in the 12th month.

After the 12th installment is billed, we will calculate what your monthly payment amount will be for the next year. Your balanced billing account will automatically be renewed at the end of 12 months if we don't hear from you.

Your monthly bill will indicate the total amount billed, the cost of energy used and the account balance. At times, you may see a credit on your Balanced Billing account because your Balanced Billing amounts are greater than your actual energy use. At other times you will see a debit because your Balanced Billing amounts are less than your actual energy use. We do not charge interest if you have a debit, nor do we pay interest if you have a credit. Sales tax (state and local) is applied on the amount of energy actually used during the billing period, not on the balanced billing amount.

If you have questions about our Balanced Billing program, please call us toll free at 1-800-572-1111.

Issued by: James A. Lahtinen, Vice President – Rates & Regulatory Economics, Binghamton, NY