

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

Leaf: 79.1  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

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

##### H. Reconnection of Service:

Where a customer's service is terminated for nonpayment of bills, the Corporation reserves the right to refuse to furnish service to:

- (a) Residential customers at the same or any other location until:
  - (1) The Corporation receives the full amount of arrears for which service was terminated; or
  - (2) the Corporation and the customer reach agreement on a deferred payment plan and the payment of a downpayment, if required, under that plan; or
  - (3) upon the direction of the Commission or its designee; or
  - (4) upon the receipt by the Corporation of a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or
  - (5) where the Corporation has notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection of service is required or health or safety reasons shall be resolved in favor of reconnection.
- (b) Non-Residential customers at the same or any other location until receipt by the Corporation of all tariff charges including the lawful reconnection charge, any other charges, fees or penalties due, legal fees, court costs, and disbursements, if applicable, and either:
  - (1) the full amount of arrears and/or a security deposit for which service was terminated, and any other tariff charges billed after the issuance of the termination notice which are in arrears at the time reconnection is requested; or
  - (2) the signing of a deferred payment agreement in accordance with Section 4.G. of this tariff for the amounts set forth in subparagraph (1) of this paragraph, and the receipt of a downpayment, if required under the agreement.
- (c) The Corporation will reconnect service to any customer that was suspended as a result of an ESCO initiated request for suspension for non-payment or commodity service upon the expiration of one year after termination of commodity service by the ESCO. See Section 4.E.12 of this Schedule, ESCO-Initiated Suspension of Service to Customers Receiving a Consolidated Bill.
- (d) The Corporation will reconnect service, unless prevented by circumstances beyond the Corporation's control or where a customer requests otherwise, to any terminated customer not more than 24 hours after the above conditions of paragraphs (a), (b) and (c) of this subsection have been satisfied. Whenever circumstances beyond the Corporation's control prevent reconnecting of service within 24 hours, service will be reconnected within 24 hours after those circumstances cease to exist (including, but not limited to, times when an ESCO fails to timely notify the Corporation of ESCO's receipt of payments due).

Issued in compliance with order in Case Nos. 99-M-0631 and 03-M-0017 dated 06/20/03.

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