

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
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GENERAL INFORMATION

4. Billing and Collections: (Cont'd.)
E. Termination of Service: (Cont'd)

12. ESCO-Initiated Suspension of Service to Customers Receiving a Consolidated Bill

For customers receiving a consolidated bill pursuant to Schedule PSC No. 115 - Electricity, General Retail Access Section 16.J, an Energy Services Company (ESCO) may request suspension of delivery service for a period of not more than one (1) year where a customer fails to pay the ESCO for commodity service. In the event the electricity service to a residential customer, to a multiple-family dwelling, or to a two-family dwelling was terminated by an ESCO as a result of non-payment of commodity charges by the customer, NYSEG shall suspend the provision of delivery services (i.e. disconnect delivery service) and the provision of any other related services to such customer if:

- a) NYSEG is notified by the ESCO of the termination in such manner and form as the Commission requires.
- b) Except in the case of a service to a multiple dwelling pursuant to Section 33 of the Public Service Law as the same may be revised, modified, amended, clarified, supplemented or superseded, such customer was billed using a billing system in which all charges for service were present on a consolidated bill;
- c) NYSEG provided delivery service to the customer at the time of the termination of commodity service;
- d) ESCO confirms that it is able to and will take all actions within its control necessary to resume the provision of electric commodity service to such customer in accordance with the agreement for such service between the ESCO and such customer, if the customer makes full payment of the amount of arrears that were the basis for the termination of service;
- e) The ESCO implementing the termination has not assigned its right to obtain payment of the arrears to an entity that is not a utility for purposes of Article 2 of Public Service Law; and
- f) Less than one year has elapsed since such termination of commodity service has occurred.

NYSEG will rely on the ESCO's Commission-approved notice of termination as proof of ESCO compliance with HEFPA. NYSEG will accept a request for suspension of delivery service submitted by an ESCO in the PSC authorized format. Prior to submitting a request for suspension, the ESCO shall complete all HEFPA requirements, including DPA offers, check for medical hardship, and 72 hours notice. Upon receipt of an ESCO suspension request, NYSEG will follow any HEFPA procedures required prior to discontinuance of delivery service, and may refuse to initiate suspension/termination if necessary for the protection of customers or where such suspension/termination would be improper. NYSEG will inform the ESCO of any impediments to completing the suspension.

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