

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
Initial Effective Date: December 1, 2003

Leaf No. 91
Revision: 0
Superseding Revision:

GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

E. ESCO or DC Participation: (Cont'd.)

8. Billing: (Cont'd.)

(g) Billing Questions and Disputes

- i. Access to Billing Back-up Information: Upon request, ESCOs/DCs will have access to data elements that will enable them to perform necessary billing back-up calculations.
- ii. The process for Billing Questions and Disputes is set forth in the Supplier Manual.

(h) Overpayments:

Overpayments made by an ESCO/DC as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the ESCO/DC's account if a prior shortage exists or be refunded otherwise. Such credit or refund must occur within five (5) calendar days of a determination that an overpayment occurred. Such overpayments shall earn interest at the rate of one and one-half percent (1.5%) per month from the date of the overpayment until the date of the credit or repayment, whichever applies. If the overpayment is returned through a refund, the refund shall be rendered to the ESCO/DC by EFT or check, as mutually agreed to by the parties. Any applicable bank fees associated with EFTs shall be assessed to and paid by the ESCO/DC.

Interest on an underbilling is only payable when associated with a finding of deficiency on the part of the party holding the funds determined to be due the other party (see Section 16.H, ESCO/DC Complaint or Dispute Resolution Process).

Overpayments made voluntarily by an ESCO/DC shall be credited to the ESCO/DC's account and shall not earn interest unless the overpayment is applied to the security deposit account.

(i) Other Charges to ESCOs/DCs From NYSEG

In addition to energy imbalances, late payment charges, additional historical customer usage, billing and credit information, as well as Special Meter Reading charges, NYSEG may charge for the following:

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York