

..DID: 1281
..TXT: PSC NO: 89 GAS LEAF: 10
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 1 effective 01/01/00
RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

GENERAL INFORMATION

2. DEFINITIONS APPLICABLE TO THIS SCHEDULE: (CONT'D)

B. Non-Residential Applicants and Customers: (Cont'd)

Utility deficiency means any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR, the Company's tariff, or the Company's written business procedures.

16 NYCRR - Title 16 of the New York Code of Rules and Regulations. Numerical suffix denotes a section or part of rule.

3. APPLICATION FOR SERVICE:

A. Residential:

- (1) A residential service application may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete written application if:
 - (a) There are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or
 - (b) There is evidence of meter tampering or theft of service; or
 - (c) The meter has advanced and there is no customer of record; or
 - (d) The application is made by a third party on behalf of the person(s) who would receive service.
- (2) Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two (2) business days after such request, and shall state the basis for requiring a written application. A written application may require the submission of information required in an oral application and reasonable proof of the applicant's identity and responsibility for services at the premises to be served. A written application containing the required information shall be deemed completed when received by the Company.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)