

..DID: 1225  
..TXT: PSC NO: 89 GAS LEAF: 62  
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

#### 25. TERMINATION OF NON-RESIDENTIAL SERVICE: (CONT'D)

##### A. Conditions for Termination: (Cont'd)

- (i) the written unmetered service bill; and
- (ii) oral notice of the conditions, if any, under which the utility will continue service, which may include the payment by cash, certified check, or money order within two (2) hours, of some portion of the bill up to, but not exceeding, fifty percent (50%); and
- (d) Has not received the required payment.

##### B. Final Notice of Termination:

###### (1) A final notice of termination shall state:

- (a) The reasons(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided;
- (b) The earliest date on which termination may occur;
- (c) The address and phone number of the office of the Company that the Customer may contact in reference to customer's account;
- (d) That the Company procedures are available for considering customer complaints prior to discontinuance;
- (e) That PSC procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate PSC office;
- (f) That it is a termination notice which should be brought to the attention of the Company when the bill is paid;
- (g) That payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and

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