

..DID: 1232
..TXT: PSC NO: 89 GAS LEAF: 56
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

22. DISCONTINUANCE OF SERVICE - RESIDENTIAL:

A. Notice of Discontinuance - Time:

The Company may discontinue the supply of gas for non-payment of bills rendered for service or for failure to post a lawfully required deposit at least fifteen (15) days after written notice has been served personally upon the Customer or mailed to the Customer. This notice may not be issued until at least twenty (20) days have elapsed from the date payment was due.

If the person supplied has specified to the Company in writing an alternate address for billing purposes, the notice shall be sent to such alternate address rather than to the premises where service is rendered.

B. Notice of Discontinuance - Format:

Every notice indicating discontinuance of service will:

(1) Clearly indicate in nontechnical language:

- (a) The reason for service discontinuance;
- (b) The total amount required to be paid indicating the amount for which the Customer's account is either in arrears or the required deposit, if any, which must be posted by the Customer, or both;
- (c) A method whereby the Customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of service; and
- (d) The availability of Company procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Company the Customer may contact in reference to his or her account; and
- (e) The earliest date on which discontinuance may be attempted; and

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