

..DID: 1298  
..TXT: PSC NO: 89 GAS LEAF: 9  
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)

A late payment is any payment made more than twenty (20) calendar days after the date payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or three (3) calendar days after the mailing of the bill.

Arrears are charges for which payment has not been made more than twenty (20) calendar days after payment was due.

A delinquent non-residential customer is a customer who has made a late payment on two (2) or more occasions within the previous twelve-month period.

A business day is any Monday through Friday when the Company's business offices are open.

A deferred payment agreement is a written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by the Company representative and the Customer, and each must receive a copy, before it becomes enforceable by either party.

A levelized payment plan is a billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.

A backbill is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the Customer during a period before the current billing cycle. A bill based on an actual reading rendered after one (1) or more bills based on estimated or Customer readings (commonly called a catch-up bill) which exceeds by fifty percent (50%) or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

Tampered equipment is any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of the Company's service, or to unauthorized connection occurring after the Company has physically disconnected service.

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