

..DID: 1228  
..TXT: PSC NO: 89 GAS LEAF: 65  
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)

##### C. Physical Termination of Service: (Cont'd)

- (6) The Company shall not terminate service more than sixty (60) calendar days after issuance of the final termination notice, unless it has during that time, issued a termination reminder notice that states the current arrears due, if applicable. The Company shall not terminate service more than ninety (90) calendar days after issuance of the final termination notice unless it has, during that time, issued a termination reminder notice that contains all the information required in Section 25.B.
- (7) The Company shall not terminate service while a complaint is pending before the Company or the PSC and for eight (8) calendar days after resolution by the Company or by the PSC or its authorized designee, for non-payment of the disputed charges or for any reason that is the subject of the complaint as provided in 16 NYCRR Part 12.3. Nothing in this section bars the Company from termination for non-payment of undisputed charges or for reasons not at issue in the complaint.

##### D. Rapid Posting of Payments:

The Company shall establish written procedures to ensure that any payments made in response to final notices of termination when the Customer brings the fact that such a notice has been issued to the attention of the Company or its collection agents:

- (1) Are posted to the Customer's account on the day payment is received; or
- (2) Are processed in some manner so that termination will not occur.

##### E. Payment at the Time of Termination:

- (1) If a customer claims, at the time that termination for non-payment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the PSC with regard to the charges demanded, the Company's field representative shall make a reasonable effort to verify this information with the Company office representative and shall not terminate service for non-payment of any verified disputed amount.

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