

..DID: 9996
..TXT: PSC NO: 88 GAS LEAF: 50.11
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 0
STAMPS: Issued in compliance with Commission order in case 98-M-1343 dated 09/
RECEIVED: 09/30/99 STATUS: Effective EFFECTIVE: 10/01/99

GENERAL INFORMATION

24. BILLING AND COLLECTION SERVICES AND CHARGES: (CONT'D)

C. Form of Payment

- (1) Payment for services shall be rendered to the Company by electronic funds transfer. The Company and a Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer may, by mutual agreement, establish other forms of payment. Any applicable bank fees associated with electronic funds transfers shall be assessed to the Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer.

D. Application of Payments

- (1) Unless otherwise agreed by the Company and Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer, payments will be applied to arrears first and then current charges.

E. Failure to Make Payment

- (1) Upon failure of a Marketer/Pool Operator/Aggregation Pool Operator/Direct Customer to make any payment when due, the Company may draw down on any security that may be available, as more fully described in Section 22.G. of this Schedule.

F. Inquiries

- (1) All questions concerning invoices should be directed to:

New York State Electric & Gas Corporation
Attn: Manager - Gas Transportation & Billing
4500 Vestal Parkway East, P.O. Box 3607
Binghamton, New York 13902-3607
1-800-331-5452

- (2) Billing inquiries will be acknowledged in writing or by electronic transmission within five (5) calendar days. The Company will investigate and respond to the complainant, in writing, within twenty (20) calendar days from the Company's receipt of the inquiry.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY

(Name of Officer, Title, Address)