

..DID: 9994
..TXT: PSC NO: 88 GAS LEAF: 50.9
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

23. CUSTOMER INFORMATION: (CONT'D)

A. Historical (Cont'd)

- (c) Requests exceeding the frequency limitation stated above will be subject to a fifteen dollar (\$15) fee for each additional request.
 - (d) Information not identified above, if available, will be provided at the Company's incremental cost. The Company will notify the requestor within five (5) calendar days regarding the status of its request.
- (2) Twice during any rolling twelve (12) month period, with proper written Customer authorization provided to the Company, credit information will be made available free of charge for the most recent twelve (12) month period.
- (a) A fee of fifteen dollars (\$15) will be charged for each additional twelve (12) months of credit information requested and provided.
 - (b) Requests exceeding the frequency limitation stated above will be subject to a fifteen dollar (\$15) fee for each additional request.
 - (c) The credit information provided will identify if the Customer had late payments and/or had been disconnected.
- (3) A Marketer obtaining historical and other Customer information must maintain the confidentiality of the information and may not disclose the information to others, unless explicitly authorized by the Customer
- (4) The Company will not disclose a Customer's credit information or billing and usage history to a Marketer if the Customer has notified the Company, in writing, that such information should not be disclosed. The information may then only be disclosed to a Marketer only with the Customer's written authorization.

B. Current

- (1) The Company will make available to Marketers/Direct Customers all data recorded and currently retrieved from their Customer meters and all other information necessary to compute the customers most recent bill.

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