

..DID: 2750
..TXT: PSC NO: 1 ELECTRICITY LEAF: 79
COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0
INITIAL EFFECTIVE DATE: 05/01/98 SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 79 Effective 12/01/1998
RECEIVED: 03/27/98 STATUS: Cancelled EFFECTIVE: 05/01/98
GENERAL INFORMATION (CONT'D)

2. Complaints to the Commission:

- a. If a customer is unable to reach a satisfactory resolution of a dispute with the Utility, the customer may complain, either orally or in writing, to the Commission, pursuant to 16 NYCRR Part 12.
- b. The complaint of a customer to the Commission shall be handled in accordance with the procedures set forth in 16 NYCRR Part 12.

3. Copies of the Utility's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Utility's business office.

XVII. DEFERRED PAYMENT AGREEMENT - RESIDENTIAL

Generally the Utility will offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 16 NYCRR §11.10 which sets forth in detail the procedures summarized here.

A. Eligibility:

All residential customers and applicants are eligible for an agreement unless the customer has broken an existing payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.

Issued by: New York Municipal Power Agency