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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0
INITIAL EFFECTIVE DATE: 05/01/98 SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 73 Effective 12/01/1998
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GENERAL INFORMATION (CONT'D)

6. The Utility shall not terminate service more than 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 Utility shall not terminate service more than 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 Rule (XV)(B)(1).

7. The Utility shall not terminate service while a complaint is pending before the Utility or the Commission and for eight calendar days after resolution by the Utility or by the Commission 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 §12.3. Nothing in this rule bars the Utility from termination for non-payment of undisputed charges or for reasons not at issue in the complaint.

D. Rapid Posting of Payments:

The Utility 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 Utility 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.

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