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GENERAL INFORMATION (CONT'D)

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 Utility or the Commission with regard to the charges demanded, the Utility's field representative shall make a reasonable effort to verify this information with the Utility office representative and shall not terminate service for non-payment of any verified disputed amount.
2. If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Utility representative shall accept such payment and not terminate service.
3. If an eligible customer signs a deferred payment agreement in accordance with Rule (XVIII)(E) for the full amount that forms the basis for a scheduled termination and offers payment of the required downpayment at the time of termination, the Utility representative shall accept such downpayment and not terminate service. If the Utility allows the customer an extension of time to go to a business office to sign the deferred payment agreement, and the customer agrees to do so and offers payment of the required downpayment, the Utility representative shall accept such downpayment and not terminate service; provided, however, that the Utility may terminate service without further notice if the customer fails to sign the agreement within the specified time.
4. Whenever payment is made at the time of termination, the Utility's field representative shall provide a customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Utility representative.

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