

..DID: 2774

..TXT: PSC NO: 1 ELECTRICITY

LEAF: 60

COMPANY: NEW YORK MUNICIPAL POWER AGENCY

REVISION: 0

INITIAL EFFECTIVE DATE: 05/01/98

SUPERSEDING REVISION:

STAMPS:

Cancelled by 1 Rev. Leaf No. 60 Effective 12/01/1998

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GENERAL INFORMATION (CONT'D)

E. Rapid Posting of Payments in Response to Notices of Discontinuance:

The Utility shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such a notice has been issued to the attention of the Utility or its authorized collection agents, are either:

- 1 posted to the customer's account on the day payment is received, or
2. processed in some manner so that discontinuance will not occur.

F. Payment to Utility Personnel:

If a residential customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Utility's representative shall be obliged to accept such payment and shall not terminate service. Whenever such payment is made, the Utility representative shall provide the customer a receipt showing the date, account, name, address and amount received.

G. Days and Times When Discontinuance of Service is Not Permitted:

The Utility shall not discontinue service to any residential customer for non-payment of bills or for failure to post a required deposit on a Friday, Saturday, Sunday, public holiday, day immediately preceding a public holiday, day on which the main business office of the Utility is not open for business, or during a two-week period encompassing Christmas and New Year's Day. For purposes of this section, the term "public holiday" refers to those holidays enumerated in the General Construction Law. Residential disconnection shall be made only between the hours of 8:00 a.m. and 4:00 p.m.

Issued by: New York Municipal Power Agency