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GENERAL INFORMATION

15. BILLING AND COLLECTIONS: (continued)

15.7.6.4 Budget bills are due and payable. Full payment must be received on or before the date shown on the bill to avoid a late payment charge of one and one-half percent (1 1/2%) pursuant to Rule 15.2. If customer fails to pay the monthly Budget Amount or upon discontinuance of service, the Monthly Budget Payment Plan will be canceled and any deficiency shall be due and payable at once, including any late payment charges assessed. Any overpayment shall be credited to the customer's account. The customer can cancel the plan at any time effective with her next regularly scheduled billing.

15.7.6.5 Removal from Budget Plan

- a. A customer may request that the Company remove the customer from the budget plan and reinstate billing at any time, in which case the Company may immediately render a final budget settlement bill, and shall do so no later than by the time of the next cycle bill that is rendered more than 10 business days after the request.
- b. The Company may remove a customer from the budget plan if the customer becomes ineligible under Rule 15.7.6.2 of this section.

Issued By: Albert J. Budney, Jr., President, Syracuse, New York