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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
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### GENERAL INFORMATION

#### 22. DISCONTINUANCE OF SERVICE - RESIDENTIAL: (CONT'D)

##### E. Days and Time When Discontinuance of Service is Not Permitted:

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

##### F. Voluntary Third Party Notice Prior to Discontinuance of Service:

The Company shall permit a residential consumer to designate a third party to receive a copy of every notice of discontinuance of service sent to such residential consumer, provided that such third party indicates in writing his or her willingness to receive such notices.

##### G. Discontinuance of Heat-Related Service to Entire Multiple Dwellings:

The Company shall not discontinue service to an entire multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law) unless the notices specified in the Public Service Law have been given, provided that where any of the notices required thereunder are mailed in a post-paid wrapper there shall be no discontinuance of service until at least eighteen (18) days after the mailing of such notices.

##### H. Discontinuance of Heat-Related Service to Two-Family Dwellings:

The Company shall not discontinue service to a two-family dwelling that is known by the Company to contain residential units where service is provided by a single meter, unless the notices specified in the Public Service Law have been given.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY  
(Name of Officer, Title, Address)