Received: 08/20/1997 Status: CANCELLED Effective Date: 11/07/1997

..DID: 1234

..TXT: PSC NO: 89 GAS LEAF: 4

COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0

INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:

STAMPS:

CANCELLED by Supplement 1 effective 01/01/00

RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

## **TABLE OF CONTENTS**

	GENERAL INFORMATION	LEAF NO
23.	Complaint Procedures - Residential	59
24.	Reconnection of Service - Residential	60
25.	Termination of Non-Residential Service	60
	A. Conditions for Termination	60
	B. Final Notice of Termination	62
	C. Physical Termination of Service	64
	D. Rapid Posting of Payments	65
	E. Payment at the Time of Termination	65
	F. Dishonored Checks	66
	G. Applicability	66
26.	Reconnection of Non-Residential Service	67
	A. Obligation to Reconnect	67
	B. Inability to Reconnect	68
27.	Disconnection of Non-Residential Customers Without Notice	69
	A. Emergency Disconnections	69
	B. Notice	69
	C. Restoration of Service	69
28.	Complaint Handling Procedures - Non-Residential Customers	69
	A. Complaints to the Company	69
	B. Complaints to the Commission	70
	C. Copies of the Company's Complaint Handling Procedures	70
29.	Charge for Reconnection of Service	70
30.	Notice Requirements - Non-Residential Customers	71
	A. Annual Notice of Rights	71
	B. Periodic Notices	71
31.	Inspection and Examination of Company Apparatus -	70
	Non-Residential Customers	72
	A. Right to Inspect	72
	B. Duty to Inspect	72
	C. Penalty	72
	D. Other Rights  Reconnection Charge Residential and Non Residential Customers	73
32.	Reconnection Charge - Residential and Non-Residential Customers	73