

..DID: 1214
..TXT: PSC NO: 89 GAS LEAF: 70
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

GENERAL INFORMATION

28. COMPLAINT HANDLING PROCEDURES - NON-RESIDENTIAL CUSTOMERS: (CONT'D)

A. Complaints to the Company: (Cont'd)

- (2) The Company shall refrain from sending a final notice of termination or from terminating service after the filing of a complaint with the Company as set forth in Sections 25.B.(4) and 25.C.(7) of this Schedule.
- (3) If the report of the investigation is made orally, the Company shall provide the Customer with the report in writing upon request.
- (4) At the time the Company communicates its final response to a customer's complaint, it shall, if the complaint resolution is wholly or partially in the Company's favor, inform the Customer of the PSC's complaint handling procedures, including the PSC address and telephone number.

B. Complaints to the PSC:

- (1) If a customer is unable to reach a satisfactory resolution of a dispute with the Company, the Customer may complain, either orally or in writing, to the PSC, pursuant to 16 NYCRR Part 12.
- (2) The complaint of a customer to the PSC shall be handled in accordance with the procedures set forth in 16 NYCRR Part 12.

C. Copies of the Company's complaint handling procedures and form of notice are on file with the PSC and are readily accessible to the public.

29. CHARGE FOR RECONNECTION OF SERVICE:

The Company may make a charge of eighteen dollars (\$18.00) for reconnection where it has become necessary to discontinue the service for nonpayment of bills or any other infringement of the Company's rules governing service. Payment may be required in advance for non-residential customers.

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