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..TXT: PSC NO: 90 GAS LEAF: 38  
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 02/27/98 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 12/08/97 STATUS: Effective EFFECTIVE: 02/27/98

### GENERAL INFORMATION

#### 8. BILLING AND COLLECTIONS: (CONT'D)

##### G. Deferred Payment Agreement (DPA): (Cont'd)

###### (1) Residential: (Cont'd)

- (f) If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Company will adjust the terms of the agreement to reflect such changes.
- (g) If a customer fails to make timely payment of installments in accordance with a DPA, the Company will send a reminder notice at least eight (8) calendar days before sending a final notice of termination. If a customer fails to pay an installment by the twentieth (20th) day after payment was due and has not negotiated a new agreement, the Company may demand full payment and send a final notice of termination in accordance with 16 NYCRR Parts 11.4 and 11.10 and Section 8.E.(1)(a) of this Schedule.
- (h) A late payment charge of one and one-half percent (1.5%) per month (eighteen percent (18%) per year) will be assessed to the unpaid account balance during the terms of the agreement. If payments are made on time, the late payment charges will be credited to the account at the completion of the agreement.

###### (2) Non-Residential:

###### (a) Deferred Payment Agreement (DPA):

The Company will provide a written notice offering a DPA in accordance with this section to an eligible customer at the following times:

- (i) not less than five (5) calendar days before the date of a scheduled termination of service for non-payment of arrears, as indicated on a final termination notices, or eight (8) calendar days if mailed provided the Customer has been a customer for at least six (6) months and the arrears on which the outstanding termination notice is based exceeds two (2) months average billing; and

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