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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 02/27/98 SUPERSEDING REVISION:  
STAMPS:  
Cancelled by 1 Rev. Leaf No. 11 Effective 08/01/1999  
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### GENERAL INFORMATION

## 2. RULES RELATING TO THE INSTALLATION OF MAINS, SERVICES, EXTENSIONS, ETC.: (CONT'D)

### K. Inspection, Maintenance and Replacement of Facilities: (Cont'd)

- (3) If an act or omission of any customer who had installed facilities necessitates the replacement or reconstruction of such facilities, the customer shall pay to the Company the cost of replacement or reconstruction.

## 3. APPLICATION AND CONTRACT:

### A. Form of Application - **Residential:**

A residential service application may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application if:

- (1) there are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or
- (2) there is evidence of meter tampering or theft of service; or
- (3) the meter has advanced and there is no customer of record; or
- (4) the application is made by a third party on behalf of the person(s) who would receive service.

Whenever a written application for residential service is required, the Company will so notify the applicant as soon as practicable after the request for service is made, and in no event more than two (2) business days after such request, and will state the basis for requiring a written application. A written application may require the submission of information required in an oral application, and reasonable proof of the applicant's identity and responsibility for service at the premises to be served. A written application containing the required information shall be deemed completed when received by the Company.

No application or contract shall be modified or affected by any promise, agreement, or representation of any agent or employee of the Company.

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