

..DID: 1720  
..TXT: PSC NO: 90 GAS LEAF: 29  
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 02/27/98 SUPERSEDING REVISION:  
STAMPS:  
Cancelled by 1 Rev. Leaf No. 29 Effective 12/10/1998  
RECEIVED: 12/08/97 STATUS: Cancelled EFFECTIVE: 02/27/98

### GENERAL INFORMATION

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

##### E. Termination of Service: (Cont'd)

##### (2) Notice of Termination - Format: (Cont'd)

(d) non-residential termination notices will, in addition to the above, include;

- (i) a statement that PSC procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, and including the address and phone number of the PSC;
- (ii) that payment of the charges with a check that is subsequently dishonored will result in immediate termination of service without further notice;
- (iii) that at the time the Company goes to the premises to terminate service, it may require any payment to be made with cash, certified check, or money order if the Customer has, within the last twenty-four (24) months, paid with a check that was dishonored.

(e) A final notice of termination may not be issued to a non-residential customer unless at least twenty (20) calendar days have elapsed from the date payment was due or the date given in a written notice to cure a tariff violation, or where the reason for the notice is the failure to provide access, except that a final notice of termination for non-payment may be issued or sent on or after the date payment was due in the following circumstances:

- (i) when any portion of the charge that the Customer has failed to pay is for unmetered service that was being supplied through tampered equipment and for which an unmetered service bill pursuant to applicable billing provisions of the PSC has been rendered;
- (ii) when the charge that the Customer has failed to pay is the installment amount due in accordance with a DPA.

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