

..DID: 1723  
..TXT: PSC NO: 90 GAS LEAF: 32  
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)

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

##### (5) Days and Time When Termination of Service is Not Permitted: (Cont'd)

- (c) On days when termination may occur, the Company may terminate non-residential service between the hours of 8:00 AM to 6:00 PM, except that on days preceding the days listed in Section 8.E.(5)(a) of this Schedule termination may only occur after 3:00 PM if the Customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Company is prepared to accept a check for any payment required to avoid termination.

##### (6) Payment at the Time of Termination - **Non-Residential** Only:

- (a) If a non-residential customer claims, at the time that termination for non-payment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the PSC with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for non-payment of any verified disputed amount.
- (b) If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the Company's representative will accept such payment and not terminate service.
- (c) If an eligible customer signs a DPA pursuant to Section 8.G. of this Schedule, for the full amount that forms the basis for a scheduled termination and offers payment of the required downpayment at the time of termination, the Company representative will accept such downpayment and not terminate service. If the Company allows the Customer an extension of time to go to a business office to sign the DPA, and the Customer agrees to do so and offers payment of the required downpayment, the Company representative will accept such downpayment and not terminate service; provided, however, that the Company may terminate service without further notice if the Customer fails to sign the DPA within the specified time.

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