

..DID: 13522
..TXT: PSC NO: 88 GAS LEAF: 50.37
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 9 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 8
RECEIVED: 10/30/00 STATUS: Cancelled EFFECTIVE: 06/01/01

GENERAL INFORMATION

32. ALTERNATIVE BILLING ARRANGEMENTS: (CONT'D)

H. Performance Standards: (Cont'd)

(a) Single/Consolidated Bill Rendered by the Company: (Cont'd)

(vi) Dispute Resolution:

Any unresolved issues pertaining to the Company's compliance with the performance standards will be addressed through the Dispute Resolution Process, as set forth in General Information Section 31 of this Schedule.

(b) Single/Consolidated Bill Rendered by the ESCO/Marketer:

(i) Prior to offering an Alternative Billing Arrangement, the ESCO/Marketer will provide the Company with acceptable and verifiable written procedures for billing, mailing, and payment remittance processing, including the controls that are in place to ensure billing accuracy and the proper distribution of funds, messages and bill inserts.

(ii) Bill Preparation:

The ESCO/Marketer must mail the Single/Consolidated Bill to the Customer within one (1) Business Day from the time the Company billing information is received by the ESCO/Marketer from the Company. Within that same Business Day, the ESCO/Marketer shall send an acknowledgement to the Company containing the number of bills, listed by account number, which were produced and mailed. That same acknowledgement shall be sent using electronic means, and shall contain a date and time stamp. If after two (2) Business Days, the Company does not receive this acknowledgement, the Company, upon notice to the ESCO/Marketer, may bill the account(s) separately for its services under Dual Billing procedures. In such instance, the ESCO/Marketer will be responsible for Company billing costs incurred in rendering such Dual Bill.

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