

PSC NO: 90 Gas
 NEW YORK STATE ELECTRIC & GAS CORPORATION
 Initial Effective Date: July 25, 2022
 Issued in compliance with Order in Case No. 22-M-0159, dated July 14, 2022.

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GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

W. Policies Related to Widespread Prolonged Outages (Cont'd)

1. Definitions: (Cont'd)

- a. "Proof of Loss": verifiable proof of perishable food and/or prescription medication spoilage. To verify spoilage, the customer must provide an itemized list of perishable foods and/or prescription medication and a depiction (photographic evidence) of food and/or prescription medication spoilage. To determine the reimbursement amount of an impacted customer's food and/or prescription medication spoilage, the customer must provide itemized receipts, itemized cash register receipts, itemized credit card receipts, or photographs of replacement goods that also indicate the price of the item, or other verifiable documentation of the market value of the item, or, in appropriate circumstances, an interview with the claimant.
 - b. "Reimbursement": Monetary reimbursement in the form of a check.
2. If a Widespread Prolonged Outage occurs, the Company shall apply a \$25 bill credit to the account of an affected residential customer taking service under P.S.C. No. 87 - Service Classification Nos. 1, 11, or P.S.C. No. 88 - Service Classification Nos. 13, or 19 for each full Subsequent 24-Hour Period following the initial 72 hours that a customer is without gas service.
 - a. A residential customer that remains without gas service for more than 72 hours solely due to an issue with customer-owned equipment or if the Company is denied access to inspect and relight those services prior to the 72-hour mark is not eligible for the above-mentioned \$25 bill credit.
 3. A residential customer served under P.S.C. No. 87 - Service Classification Nos. 1, 11, or P.S.C. No. 88 - Service Classification Nos. 13, or 19 that experiences a Widespread Prolonged Outage may be eligible for reimbursement for spoiled food and or refrigerated medication.
 - a. Eligible customers shall provide an itemized list of food spoiled or Proof of Loss within 14 days after the 72nd hour of a Widespread Prolonged Outage. The Company shall provide reimbursement within 30 days of the receipt of the itemized list or Proof of Loss except during the pendency of the Company's petition for a waiver under Public Service Law 73(3).
 - i. The amount of reimbursement shall not exceed a total of \$235 for customers who provide an itemized list. The amount of reimbursement for customers who provide Proof of Loss shall not exceed \$540.
 - ii. The amount of reimbursement for spoiled refrigerated medication shall not exceed the actual loss of perishable prescription medication.
 4. A non-residential gas customer that uses less than or equal to 750 dekatherms per year that experiences a Widespread Prolonged Outage may be eligible for reimbursement for spoiled food. A non-residential customer taking Interruptible service under P.S.C. No. 87 or PSC No. 88 is not eligible for reimbursement for spoiled food.
 - a. Eligible customers shall provide Proof of Loss within 14 days after the 72nd hour of a Widespread Prolonged Outage.
 - b. The Company shall provide reimbursement within 30 days of the receipt of Proof of Loss except during the pendency of the Company's petition for a waiver under Public Service Law 73(3). The amount of reimbursement shall not exceed \$540.
 5. Not later than 14 calendar days after the 72nd hour of a Widespread Prolonged Outage, the Company may petition the Commission for a waiver of the requirements of this section.

9. SUBMETERING OF GAS SERVICE:

A. Residential Service:

Gas service shall not be supplied under any of the Company's service classifications for resale, remetering (or submetering), or other redistribution to tenants or occupants, except that any customer may furnish gas for the use of their tenants or occupants, provided that the customer shall not resell, make a specific charge for, or remeter (or submeter) or measure any of the gas so redistributed or furnished.