

PSC NO: 119 ELECTRICITY  
 NEW YORK STATE ELECTRIC & GAS CORPORATION  
 Initial Effective Date: 12/01/20  
 Issued in compliance with Order in Case No. 19-E-0378, dated November 19, 2020.

Leaf: 101  
 Revision: 10  
 Superseding Revision: 9

### GENERAL INFORMATION

#### 4. Billing and Collections: (Cont'd.)

##### **Q. Service Guarantee for Missed Appointments**

The Company guarantees to keep service appointments made at the customer's request. If the Company does not keep an appointment within the timeframe agreed upon, a credit shall be applied to the customer's next bill. The credit shall be \$35.00.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

##### **R. Metered**

The extent of the customer's use of the Company service shall be determined by the readings of the meters installed by the Company.

##### **S. Consumer Policies Related to Prolonged Outages**

The following sets out policies that were established by the Commission's Order issued November 18, 2013, in Case 13-M-0061 regarding Prolonged Outages. A "Prolonged Outage" is defined hereunder as an outage resulting from an emergency in which electricity Customers are out of service for a continuous period exceeding three days and in which the 16 NYCRR Part 105 regulations governing utility outage preparation and system restoration performance reviews apply.

1. Credits to be applied to Customer Accounts under this Schedule in Service Classification Nos. 1, 2, 3, 6, 7, 8, 9, 11, 12, 13 and 14.
  - a. When there is a Prolonged Outage, the Company shall automatically apply a credit to the account of any Customer that the Company knows or reasonably believes was out of service for a period exceeding three days, and upon request, to the account of any Customer that contacts the Company and credibly claims to have experienced an outage of such duration.
  - b. The credit shall be equal to the Customer Charge for the Customer's Service Classification multiplied by the ratio of the number of days of the service outage (based on the average duration of the service outage, rounded up to the next whole number of days, in the geographic area(s), as appropriate) to 30 days. For Service Classification Nos. 13 and 14, the credit shall be based on the customers otherwise applicable service classification.
  - c. The above credit shall be applied to the Customer's account no later than 75 days after service is restored.
  - d. Any such credits shall be excluded from the Company's Delivery Service Revenue Target as provided for in P.S.C. No. 120 - Electricity, Rule 7.
2. Collection-related Activities
  - a. All collection-related activities including terminations of service for non-payment and assessment of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, shall be suspended for Customers whom the Company knows or reasonably believes experienced a Prolonged Outage. The suspension shall last for a minimum of seven calendar days from the beginning of a Prolonged Outage.
  - b. If there is a Prolonged Outage in which additional protections are required, as determined by an Order Commission, the suspension shall apply for a minimum of 14 days, for residential Customers located in the designated area. The 14-day suspension shall also apply to any residential or non-residential Customer who notifies the Company and provides evidence that their financial circumstances have changed as a result of the outage.

##### **T. Length of Term**

The term shall begin on the date service is made available, and shall continue until service is discontinued as provided in applicable Service Classifications or the Line Extension Surcharge Agreement.