

Effective Date: 04/01/2017

PSC NO: 90 GAS  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
INITIAL EFFECTIVE DATE: 04/01/2017  
Issued in compliance with Order in Case 14-M-0565, dated February 17, 2017.

LEAF: 105.5  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### 24. Low Income Program

The Low Income Program provides eligible customers with a fixed discount on their bill.

#### 1. Enrollment

Customers whom the Company receives a regular HEAP benefit ("add-on") on their behalf, shall be automatically enrolled in the Low Income Program.

- a. A customer that provides documentation of receiving a HEAP benefit for an alternate heat source (i.e., wood, propane) shall be eligible for the Low Income program and receive Tier 1 benefits.
- b. A customer identified as receiving a HEAP benefit paid to an alternate provider, shall be enrolled in the Low Income Program and receive Tier 1 benefits.
- c. Prior to each HEAP season, a customer that does not receive a HEAP benefit on their behalf, shall be removed from the Low Income Program.

#### 2. Discounts

The Low Income Program provides a tiered bill discount for low income customers based on the customer receiving none, one or both of the HEAP add-ons.

Tier 1 is for no add-ons; Tier 2 is for one add-on and Tier 3 is for two add-ons.

#### 3. Billing

A customer enrolled in the Low Income Program shall be billed in accordance with Rule 8.Q.1. Budget Billing of this Schedule.

- a. A customers shall have the option to opt-out of Budget Billing.
- b. If a customer falls into arrears, they shall be removed from Budget Billing in accordance with Rule 8.Q.1 of this Schedule. Once the customer resolves the arrears, they can be re-enrolled in Budget billing.

#### 4. Reconnect Charges

The Company shall waive reconnect charges for customers that qualify for the Low Income Program.

#### 5. Costs

The low income deferral will be collected through the Revenue Decoupling Mechanism ("RDM") Adjustment, as set forth in Rule 22.3.

Issued By: Joseph J. Syta, Vice President, Controller and Treasurer, Binghamton, NY