

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 04/01/14

Leaf: 101
Revision: 5
Superseding Revision: 3

GENERAL INFORMATION

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

Q. Service Guarantee

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 will be applied to the customer's next bill. The credit will be \$20.00.

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. Customer Credit Data

The Company, at the request of the customer of record will furnish a summary of the most recent 12 months of available credit data for customers currently taking service from the Company, or 12 months of available credit data from the last date of service by the Company for prior customers. Customer data will be provided to the customer only at the written or in-person request of the customer offering reasonable proof that the requesting party is the customer of record. Customer data will be provided to the customer's designee only if the designee provides written authorization from the customer and offers reasonable proof that the requesting party is the party authorized to receive the data.

The following fees will be charged to fulfill any individual request for credit data for a single customer service point:

- (a) No fee for the first two requests within a 12 month period for the most recent 12 months of data, or for the life of the account, if less than 12 months.
- (b) \$15.00 in total for each additional request in a 12 month period for the most recent 12 months of data beyond two requests.
- (c) \$15.00 in total for each request beyond the most recent 12 months of data, up to and including six years of available data.

The data will describe the customer's credit history detailing the number of occurrences for each of the following: Late payments, disconnect notices, and returned checks.

Additional information not listed above, may be requested by the customer. The Company may, at its option, provide such information, if available, to the customer. The Company may charge the requesting party the Company's incremental cost for providing the data. The Company will, within five calendar days:

- i) furnish to the requesting party the additional information; or
- ii) specify when the data will be available and the cost associated with the request; or
- iii) notify the requesting party that the data is not available.

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