

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 07/01/14

Leaf: 101  
Revision: 6  
Superseding Revision: 5

#### 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.

Issued by: James A. Lahtinen, Vice President – Rates & Regulatory Economics, Binghamton, NY