

Effective Date: 07/21/2016

PSC NO: 90 Gas  
 NEW YORK STATE ELECTRIC & GAS CORPORATION  
 Initial Effective Date: 6/19/15

Leaf No: 71  
 Revision: 7  
 Superseding Revision: 6

## GENERAL INFORMATION

**8. BILLING AND COLLECTIONS: (CONT'D)****Q. Budget Billing: (Cont'd)****(2) Non-Residential: (Cont'd)****(b) Budget billing plan shall: (Cont'd)**

- (v) when the budget billing amount is revised, provide the customer with a general description of such revised calculation, and a telephone number to be called for a more detailed explanation of the revision; and
- (vi) limit enrollment in the plan to a time of year when the customer shall not be subject to undue disadvantage.

**(c) Removal from Budget Billing Plan:**

- (i) A customer may request that the Company remove the customer from the budget billing plan and reinstate regular billing at any time. Within 10 business days of the request, the Company shall issue either a final budget settlement bill or the next cycle bill with any necessary adjustments.
- (ii) The Company may only remove a customer from its budget billing plan if the customer becomes ineligible under Section 8.Q.(2)(a) of this Schedule, provided that the Company has given the Customer an opportunity to become current in payment. If delinquency is the cause of the customer's ineligibility, such opportunity need only be given once in any 12-month period.

**R. 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 shall be applied to the customer's next bill. The credit shall 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.

**S. Metered**

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

**T. Cessation of Service**

Cessation of service means that the taking of all service by the customer at a given locality shall entirely cease for not less than 30 days. The term as defined in each service classification is applicable to each customer, but a change of location does not constitute a discontinuance of service for the purpose of determining the length of time during which customer has taken service.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York