

Effective Date: 07/21/2016

PSC NO: 119 ELECTRICITY  
 NEW YORK STATE ELECTRIC & GAS CORPORATION  
 Initial Effective Date: 06/19/15

Leaf: 66  
 Revision: 2  
 Superseding Revision: 1

### GENERAL INFORMATION

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

##### E. Termination of Service: (Cont'd)

##### 3. Verification of Delinquent Account Prior to Termination:

The Company shall not terminate service for non-payment of bills rendered or for failure to post a required deposit unless:

- (a) it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the notice period required by Section 4.E.1.; and
- (b) it has verified on the day termination occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established pursuant to Section 4.E.4.(b).

##### 4. Rapid Posting of Payments in Response to Notices of Termination:

The Company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of termination, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either:

- (a) posted to the customer's account on the day payment is received; or
- (b) processed in some manner so that termination shall not occur.

##### 5. Days and Time When Termination of Service is Not Permitted:

- (a) Residential - The Company shall not terminate service, except as provided by Rule 4.E.11, for non-payment of bills or failure to post a required deposit on:
  - (i) A Friday, Saturday, Sunday or public holiday; or
  - (ii) A day on which the business offices of the Company or the Commission are closed; or
  - (iii) A day immediately preceding either a public holiday or day on which the Company's business offices are closed; or
  - (iv) During a two-week period encompassing Christmas and New Year's Day.

Disconnections should only be made between the hours of 8:00 a.m. and 4:00 p.m.

- (b) Non-residential - The Company shall not terminate service, except as provided by Rule 4.E.11, for non-payment of bills or failure to post a required deposit or failure to provide access on:
  - (i) A Saturday, Sunday or public holiday; or
  - (ii) A day on which the business offices of the Company or the Commission are closed.
- (c) Disconnections shall only be made between the hours of 8:00 a.m. and 6:00 p.m., except that on days preceding the days listed in (b)(i) and (ii) above, termination may only occur after 3:00 p.m. if the customer is informed by personal contact prior to termination that termination is about to occur and the Company is prepared to accept a check for payment required to avoid termination. Customer's paying at time of termination shall also be subject to a Trip Charge as set forth in Rule 4.E.14. The term public holiday as used in (a) and (b) refers to those holidays defined in the General Construction Law.

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