

Effective Date: 07/21/2016

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

Leaf: 69.2  
Revision: 6  
Superseding Revision: 5

### GENERAL INFORMATION

4. Billing and Collections: (Cont'd)  
E. Termination of Service: (Cont'd)

13. Termination of Residential Service Special Procedures

Special emergency procedures, required by 16 NYCRR Part 11.5 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather. Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where applications for service may be made.

14. Trip Charge

A customer shall be assessed a \$10 trip charge if payment is made at the time the Company's representative arrives at the Customer's location to terminate the service.

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