Nonresidential Rights and Responsibilities

2016

This booklet, which we provide once each year, summarizes our service policies, energy supply choices and your rights under Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) – Rules (Title 16 of the New York Codes, Rules and Regulations – Part 13) based on New York State Public Law. Please take time to read it, and keep it for future reference.

Your Nonresidential Service

Nonresidential Customer

The characteristics of your electricity and/or natural gas service qualify you for nonresidential status.

Selection of the Most Advantageous Rate

It is your responsibility to select the most advantageous rate classification for your account. Upon request, we can review your energy use and help you determine which rate classification may be best for you. Our rate summaries and tariffs are available online at **nyseg.com** or at any of our walk-in offices.

Nonresidential Customers Who Do Not Have a Demand Meter (Electricity): An increase to over 2,000 kilowatt-hours (kwh) of electricity **consumption** for two consecutive months may require that we install a demand meter. A portion of your bill will then be based on your peak energy use. There is no charge for installation of the meter.

Nonresidential Customers Who Have a Demand Meter (Electricity): An increase to over five kilowatts (kw) of electricity **demand** may require a change in your service classification.

In either of the above cases, we will notify you of the change and the reason for it.

Closing Your NYSEG Account

If you want to close your NYSEG account and have service turned off, contact us online at **nyseg.com** or by phone and schedule service turn off in advance. Once we have final meter readings, our billing system will automatically discontinue your energy supply choice, including terminating your enrollment with a supplier other than NYSEG (also known as an energy services company or ESCO). Contact your ESCO to determine if they have any fees for terminating your supply agreement.

Access to the Meter

It's important that we access our meter for readings (so that we can provide you with a bill based on actual energy use), inspections and maintenance. We make every effort to read the meter, but there are times when we have to estimate your electricity and/or natural gas use.

For electricity customers with a demand meter, if we are not able to obtain a meter reading, we must try again within seven days. If we still are not able to obtain a reading, we will issue an estimated bill.

If your bill includes demand charges, we will send you a "no access" notice after we issue two consecutive estimated bills because we were not able to read the meter.

If your bill does not include demand charges, we will send you a "no access" notice after we issue four consecutive estimated bills because we were not able to read the meter.

If your bill does not include demand charges and you read the meter or have a remote meter reading device, we must have access to the meter once a year for a meter reading.

We will send you a notice requesting access on the next scheduled read date or by appointment. Should we not gain access and you receive a second notice, you or the person with access to the meter may be charged up to $100. This charge will be added to each bill until we have access to the meter.

If you receive a notice and you do not control access to the meter, it is your responsibility to notify us of who does have access.

If the next reading after an estimated bill shows that the estimated demand was lower than actual demand, we may revise the estimate, in accordance with PSC rules, and bill you for the difference.

If access arrangements cannot be made and your service classification is eligible, you can provide us with a reading. For more information visit **nyseg.com.**

Billing & Payment

Billing

We issue a monthly bill based on an actual or estimated meter reading based on the amount of energy you have used. Past energy use is the primary factor we consider when preparing an estimated bill.

Whenever we bill based on estimated energy use, it is clearly marked in the meter reading table on page 3 of your bill. The procedure we use to estimate your bill is approved by the PSC.

If eligible for your service classification, and if you prefer, **you can provide us with a meter reading on the months we are not reading your meter**. For a reminder when a reading is due, we offer a Customer Meter Reading Reminder service. For more information, visit **nyseg.com**.

Payment and Billing Service Charges

These changes are the cost to produce and send you (electronically or on paper) a bill and process payments. Customers who use an energy supplier other than NYSEG will not be assessed this charge by NYSEG if their ESCO supply charges appear on their NYSEG bill. Payment and billing service charges appear in the Miscellaneous Charges section of the bill.

Bill Payment Options

We offer you several ways to pay your bill*:

- Receive and pay your NYSEG bill online through NYSEG's **eBill** service at **nyseg.com** or through your own online billing provider.
- Use **Autopay** (electronic funds transfer). With **Autopay**, we'll automatically deduct your payment from your checking account on the date indicated on the bill (approximately 23 days after we mail your bill each month). To sign up, visit **nyseg.com** or complete the form on the back of your bill payment stub.
- Make a single electronic payment through NYSEG's **ePayment** service at **nyseg.com** or by calling us at **1.800.600.2275** (and still receive paper bills). Go paper- and worry-free by combining **Autopay** and **eBill**, our online billing service.
- **Mail** your payment.
- Use our **self-service kiosk** at all walk-in offices. Cash and check transactions are free, credit and pin-less debit card transactions are subject to a convenience fee paid to a third-party vendor.
- Bring your payment to one of our approved **pay agents** (nearly 1,100 supermarkets or other businesses) – and any Walmart and K-Mart location nationwide – and it will post to your NYSEG account the next business day. To find the pay agent nearest you, visit **nyseg.com**, click on "Your Account" and then on "Pay Your Bill."
- Leave your payment in our **drop-box** at one of our 13 office locations.
- Make a credit card payment online or by phone. A processing fee is included from our third-party vendor.
- Pay with a **NYSEG gift card**, available for purchase at one of our walk-in offices or at **nyseg.com**.

* Return check fees apply for payments with insufficient funds and for payments with incorrect bank information.

Must pay right away? Make an electronic payment by phone. For the fastest payment posting and processing, make an electronic check payment anytime using our **ePayment** service by calling our self-service line at **1.800.600.2275**. *There is no charge for this service.*

Payment Due Date: Your payment is due when you receive your bill. Late payment charges are 1.5% a month (18% per year). If you pay by mail, online or at an authorized pay agent, you can avoid a late payment charge by having your payment received by NYSEG by the date on the payment stub on page 1 of your bill.

If you have any questions regarding our bill payment options, call us at **1.888.315.1755**. If you are having trouble paying your bill, contact us. Together we may be able to work out a payment agreement. Specific information on payment agreements is included in this booklet on page 3.

Budget Billing: Spread your energy costs evenly over 12 months. While there are no cost savings, you'll know your payment amount in advance. We'll review your account every three months and if necessary, adjust your monthly payment based on recent usage and energy prices. Combine Budget Billing and Autopay to spread your energy costs across 12 months and never miss a payment. For more information or to enroll, visit **nyseg.com** and click on "Your Account." Customers can be removed from Budget Billing if they are in arrears and from Autopay if they have insufficient funds.
If you wish to be refunded any excess credit at the end of the Budget Billing year, instead of having a credit on your bill, please contact us at **1.800.572.1111**.

Customer Billed on Service Classification 2, 3, or 7: Your demand for electricity may increase to a considerably higher than normal level if all of your air conditioning, space heating and/or heavy production equipment turns on simultaneously after a power interruption. This increase in demand could potentially result in a higher electric bill. Please be aware that it is your responsibility to take the necessary steps after a power interruption to avoid this situation.

Deposits

New Customers: NYSEG may require new customers to pay a deposit and sign a written application when beginning service with us. The deposit must be paid in full before service will be provided.

Existing Customers: We will require a deposit from an existing customer:

- Who has made a late payment on two or more occasions within the previous 12 months.
- Whose financial condition is such that the customer may default in the future.
- Who has been billed within the past 12 months for charges which resulted from tampering with metering equipment.

Existing customers may pay the deposit in three installments consisting of a 50% down payment and two monthly payments of the balance.

For electricity and/or natural gas customers whose usage peaks during the heating and/or cooling season, the deposit is twice the estimated average monthly bill during the heating and/or cooling seasons.

Refunds/Requests for Additional Deposit: At the first anniversary of our receipt of a deposit, and at least every two years after that, we will review your billing history to determine if the deposit still covers two months' average energy use. If it exceeds two months' use by 25% or more, we will refund the excess. If it falls short of two months' use by 25% or more, we may require an additional deposit.

Return of Deposits: We will return a deposit no more than 30 calendar days after:

- The day an account is closed.
- You have paid all bills in full and on time for 36 consecutive months.

Interest on Deposits: Your deposit will earn interest at a rate set by the PSC. Interest will be calculated from the day a deposit is received until it is applied as a credit to your account.

Payment Arrangements

If you are having difficulty paying your NYSEG bill, don't wait, please call us at 1.888.315.1755. Together we can work on a solution, including a possible payment agreement.

A payment agreement can enable an eligible customer who is having trouble paying their NYSEG bill to spread payment of the past-due amount over several months. It does not forgive any past-due amounts nor does it release a customer from the obligation to pay current and future bills on time.

If you are eligible, we will provide a notice offering a payment agreement when we backbill you for an underbilling which exceeds twice your average monthly use or $100, whichever is greater.

You may also be eligible for a payment agreement based on such factors as past defaulted agreements, consumption amounts, and length of service, If eligible, the agreement would require a 30% down payment and consist of up to six payments. If a field visit is made, a 50% down payment may be required.

Any one of the following circumstances makes a customer ineligible for a payment agreement:

- The ability to pay at the time of the agreement or at any time during the term of the agreement.
- Owing any amount under a previous payment agreement.
- Failing to make timely payments under a payment agreement during the previous 12 months.
- Operating as a publicly-held company.
- Exceeding electricity and/or natural gas usage levels specified in PSC rules.
- Being a seasonal, short-term or temporary customer.
- Being an electricity customer who, during the previous 12 months, had a combined average monthly billed demand for all accounts in excess of 20 kw or who registered a single demand in excess of 40 kw.
- Being a natural gas customer who, during the previous 12 months, had a combined total consumption for all accounts in excess of 4,000 therms.

A payment agreement may require you to make a down payment of 30% of the past-due charges upon which the final termination notice is based or twice your average monthly bill, whichever is greater, plus the full amount of any past-due charges billed after the termination notice was issued.

If we come to your facility to terminate service and you are eligible for a payment agreement, we may require a down payment of 50% of the termination notice amount or four times your average monthly bill, whichever is greater, plus the full amount of any past-due charges billed after the termination notice was issued. In either case, you will be required to pay the balance in monthly installments of up to the cost of your average monthly energy use or one-sixth of the balance, whichever is greater.

The specifics of a payment agreement may be changed if mutually agreed upon.

Termination of Service for Nonpayment

The last thing we want to do is terminate your electricity and/or natural gas service. Before we terminate service for nonpayment, we make every effort to help you find a way to pay your NYSEG bill. If you are having difficulty paying your bill, please call us at **1.888.315.1755** to make arrangements.

Before we terminate your service for nonpayment, we will send you a final termination notice. We do not send a final termination notice until a bill is past due.

We may terminate service only between 8 a.m. and 6 p.m. We will not terminate service on Saturday or Sunday, a public holiday, on a day when our offices or the PSC offices are closed, or after 3 p.m. on the day before any of those days, unless we have made personal contact to inform you that your service is about to be terminated.

If your service has been terminated and you cannot reach an agreement with our representative to reconnect service, you may ask to speak with a supervisor. If you still are not satisfied, you may call NYSEG Customer Appeals at **1.800.231.2888**. If an agreement cannot be reached you may call the PSC Emergency Hotline at **1.800.342.3355**, weekdays between 7:30 a.m. and 7:30 p.m.

Turn Off of Service for Unsafe Conditions

We may turn off service any time we find a serious safety or technical problem. After the problem is corrected, we will turn service on as soon as possible.

Authorization

You can designate someone (a relative, caretaker, business agent, etc.) to have access to your account information and contact us on your behalf. The authorized person will be able to make decisions about your service. They would not be responsible for any costs incurred on your account. To designate an authorized person, contact us.

Customer Rights & Responsibilities

Reconnection of Service

We charge to reconnect service during and after normal business hours. Our fees are published at **nyseg.com** in our tariffs.

If your NYSEG service has been terminated for nonpayment, we will reconnect it within 24 hours when either:

- You have paid the amount due, or signed a payment agreement (if eligible) and made the required down payment.
- The PSC directs us to reconnect the service.

The amount due may consist of:

- The full amount of arrears and/or a security deposit for which service was terminated.
- Any other past-due charges that were billed after the termination notice was issued.

Landlords

Shared Meters: By law, residential tenants are required to pay only for the electricity and/or natural gas they use. Sometimes a tenant's electricity or natural gas meter also registers electricity or natural gas used outside the tenant's dwelling. This is called a "shared meter." In those cases, tenants are only required to pay for the energy they use in their dwellings.

In situations where a shared meter exists, the landlord must either:

- If permitted by New York State's Shared Meter Law, enter into an agreement with the tenant to compensate the tenant for any energy the tenant did not use.
- Place the dwelling unit's electricity and/or natural gas account in the landlord's name.

If the landlord does not correct the situation or enter into an agreement with the tenant, when eligible, within 120 days of discovery of the situation, the landlord must become the customer of record per the New York State Shared Meter Law.

The Shared Meter Law may be found in Section 52 of the Public Service Law of New York.

Reduced Tax Rate: As a landlord, if you think you may qualify for a reduced tax rate, please consult your tax advisor and mail the appropriate form to NYSEG.

Complaint Handling Procedure

Whether you write, contact us by phone or send an email to us, we will address your questions. If you feel our representative has not adequately addressed your concern, please ask to speak with a supervisor.

If after talking with a supervisor you are still not satisfied, you can call NYSEG Customer Appeals at **1.800.231.2888**.

If your concern remains unresolved, you can:

- Write to the New York State Public Service Commission (PSC), Three Empire State Plaza, Albany, NY 12223.
- Call the PSC's toll-free Helpline at **1.800.342.3377**, Monday through Friday, 8:30 a.m. to 4 p.m.
- Visit **askpsc.com**.

If your complaint involves a NYSEG bill, you will not be asked to pay the disputed portion of the bill while the matter is being reviewed by the PSC. However, the remaining balance of the bill in question and any future bills should be paid when due.

Critical Facilities

Critical facilities are defined as those "facilities" from which essential services and functions for survival, continuation of public health and safety, and disaster recovery are performed or provided. Critical facilities plan for continuous electric service to ensure business continuity or continuity of government. Critical facility owners are responsible for their own backup generation and appropriate fuel. To learn more or to request critical facility status, visit **nyseg.com/criticalfacility**.

Power Disturbances

All electrical systems are subject to occasional, uncontrollable events, such as severe weather conditions or accidents involving utility poles or wires. These events can result in electrical disturbances such as high and low voltage conditions or power spikes that can damage or affect the operation of your electrical equipment, including appliances. Please be aware that it is your responsibility to protect your equipment against the possible effects of power disturbances.

For Emergencies, Call NYSEG. Need Service? Call a Contractor.

For natural gas emergencies, call us anytime at **1.800.572.1121** or **911**. If you suspect a natural gas leak, get up, get out and call us immediately at **1.800.572.1121** or call **911**. Do not call from the building or site of the leak. For electricity emergencies, call us anytime at **1.800.572.1131** or call **911**.

For all non-emergency energy services (furnace, boiler, water heater, stove or oven problems, second opinions, inspections; repair of heating, air conditioning or appliances) contact trained, certified equipment and appliance professionals/contractors to help you. Qualified, licensed electricans, plumbers, heating contractors or appliance repair professionals should install electricity and/or natural gas lines, change appliance connectors or check service lines running from the meter to your appliances. This is the responsibility of the property owner along with the maintenance and repair of these lines to ensure safe/proper operation. Find tips on choosing a contractor by visiting **nyseg.com**.

Energy Supply

Contact Information

If you do not purchase your energy supply from NYSEG, contact your supplier (also known as an energy services company or ESCO) for questions regarding your energy supply. Contact NYSEG if you have questions regarding your delivery services. You can select an ESCO at anytime for your energy supply.

Electricity Supply Options

NYSEG Supply Service consists of variable NYSEG electricity supply and transition charges and a fixed NYSEG delivery charge. The supply charge changes each month as the market price of electricity fluctuates.

ESCO Supply Service consists of an ESCO electricity supply charge, a variable transition charge and a fixed NYSEG delivery charge. How much you pay for electricity supply depends on your agreement with your supplier. Contact an ESCO if you wish to select this option.

Customers in the same service classification will pay the same delivery and transition charges regardless of supply choice.

Electricity and Natural Gas Supply Choices

New/Moving and Existing Customers: You can choose an ESCO or NYSEG to provide your electricity and/or natural gas supply at anytime.

Enrolling with an ESCO

- **Step 1: Obtain an ESCO List -** Participating ESCOs must meet certain requirements set forth by the PSC, New York Independent System Operator (NYISO)* and NYSEG. For the most current list of ESCOs, visit **nyseg.com**, click on "Usage and Safety" and then on "Choose an Energy Supplier" Or call **1.800.572.1111**.
- **Step 2: Compare Prices and Services**.
- **Step 3: Notify the ESCO of Your Choice -** Your ESCO must then contact NYSEG to enroll your account. Your ESCO will need your account number and Point of Delivery (PoD) ID number, which can be found on page 3 of your bill.

* For electricity ESCOs only.

Energy Supply Start Date

Once NYSEG receives your enrollment from your ESCO, your start date will be confirmed by NYSEG in writing.

Your start date to receive supply from your ESCO is the date of your next scheduled actual or estimated meter reading that occurs:

- **For Electricity Supply -** five business days after NYSEG receives a valid enrollment from your ESCO.
- **For Natural Gas Supply -** 15 calendar days after NYSEG receives a valid enrollment from your ESCO.

If you want to begin receiving supply from your ESCO earlier than the start date, you or your ESCO can notify NYSEG to request a special meter reading (a $20 fee will apply) that will occur no earlier than:

- **For Electricity Supply -** five business days from the time of request.
- **For Natural Gas Supply -** 15 calendar days from the time of request.

Billing with an ESCO

Once NYSEG processes your ESCO enrollment, you will receive a bill for any energy supply received from NYSEG up to the date of your meter reading.

- **Single-Bill Option -** If your ESCO offered a consolidated (single) bill option, your ESCO supply and NYSEG delivery charges will be included in your NYSEG bill. Pay NYSEG the total amount owed (NYSEG delivery and transition charges and ESCO supply charge).
- **Two-Bill Option -** If your ESCO's charges do not appear on your NYSEG bill, your ESCO will be billing you separately for energy supply, and you will pay your ESCO directly. Continue to pay NYSEG directly for your delivery and transition charges.

Consumer Protections

You have consumer protections when you choose an ESCO, including the ESCO Consumer Bill of Rights. Check with your ESCO about any consumer protections that might apply to you.

ESCO Terms and Conditions – Disclosure Statement: Your ESCO is required to provide you with a statement of the terms and conditions and your rights and responsibilities prior to you making a commitment to the ESCO. Your commitment to the ESCO will not be considered final until three business days after your receipt of the ESCO's disclosure statement. The statement must inform you about the intent of the ESCO to obtain your billing, usage and payment history information from NYSEG.

Confidentiality of Your Account Information: With your authorization, an ESCO may obtain your billing and usage history from NYSEG. To receive your payment history, the ESCO must provide NYSEG with your authorization at NYSEG's request. If you do not want NYSEG to release *any or all* account information, please contact us at **nyseg.com** or call **1.800.572.1111**.

Unauthorized Switches (Slamming Prevention): Slamming is the illegal practice of switching a customer's energy supply service without the customer's consent. Before you receive your energy supply from an ESCO, NYSEG will send you a letter confirming your choice of ESCO. **If you did not request this switch**, please contact us immediately to stop the transfer of your supply service. To contact us online, go to **nyseg.com/noesco.html** to complete and submit the Stop Supplier Switch form. To contact us by phone, call **607.762.7052** and at the tone provide your name, service address, account number, phone number and type of service for which the transfer should be stopped.

Provider of Last Resort: If, for any reason, your ESCO ceases to provide you with energy supply services, NYSEG will automatically provide you with electricity and/or natural gas supply. Your service will not be interrupted.

Complaint Handling Procedures

If your complaint is with an ESCO:

- Contact your ESCO directly.
- If your complaint remains unresolved or you are still not satisfied, you can contact the PSC toll-free at **1.888.697.7728** or **askpsc.com**.
- If you are still not satisfied after talking to the PSC, you may call the New York State Attorney General's Office at **1.800.771.7755**.

If your complaint is with NYSEG's delivery service, refer to page 4.

Be Energy Smart, Be Energy Safe

Be sure to visit **nyseg.com** and click on "Usage and Safety" for important information on how to use NYSEG electricity and/or natural gas safely and wisely.

Self-Service Options: Convenient and Easy to Use

Are you looking to pay your bill, provide a meter reading, report an outage; sign up for **NYSEG Alerts**, **eBill**, **Autopay** and/or **Budget Billing** services; find energy efficiency rebates and more? Then visit **nyseg.com** and click on "My Account" and then on "Online Services" using your smartphone, tablet or computer (no app needed). You can also use our self-service number at **1.800.600.2275** anytime 24/7 to manage your NYSEG account.

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: **1.800.572.1131**
- Natural gas odors or emergencies: **1.800.572.1121**

Mail:

- Bill Payment:
  NYSEG, P.O. Box 847812, Boston, MA 02284-7812
- Customer Relations Center:
  NYSEG, P.O. Box 5240, Binghamton, NY 13902-5240

Payment arrangements: 1.888.315.1755

Service and billing questions: 1.800.572.1111

Hearing and speech-impaired: Dial **711** (NY Relay Service)

Self-service line: Call **1.800.600.2275** anytime 24/7 to enter a meter reading, pay by phone, learn account balance and more.

Website:

- Report outages, view estimated restoration time and more by visiting **nyseg.com** and clicking on "Outage Central" anywhere from your smartphone, tablet or computer (no app needed).
- Send us an electronic message by visiting **nyseg.com** and clicking on "Contact Us" and then on our form "Write to NYSEG."

Stay informed about power outages: Log in to your online NYSEG account at **nyseg.com** and sign up for NYSEG Alerts service to receive notifications regarding weather conditions that may impact your electrical service, updates on reported outages and more. Choose how you want to receive alerts - by text message, email, or voice message.

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