

PSC NO: 121 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 12/01/20  
Issued in compliance with Order in Case No. 19-E-0378, dated November 19, 2020.

Leaf: 14.1  
Revision: 10  
Superseding Revision: 8

#### **GENERAL INFORMATION**

18. Reserved for Future Use

19. 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 \$35.00.

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.

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ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Binghamton, New York