

..DID: 11645
..TXT: PSC NO: 90 GAS LEAF: 88
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 06/26/00 SUPERSEDING REVISION: 0
STAMPS:
RECEIVED: 04/03/00 STATUS: Effective EFFECTIVE: 06/26/00

GENERAL INFORMATION

13. CHARGES FOR SPECIAL SERVICES:

All work done by the Company at the request of the Customer and for the Customer, in addition to the provision of gas service (except outside regular business hours) will be charged for on the basis of cost as defined herein. For example, the following special services will be handled in this manner.

- A. Installation of temporary service.
- B. Connecting or disconnecting service outside regular business hours at the request of the Customer (unless the connecting of service is requested as the result of prior discontinuance for non-payment, in which case the Section 8.H. of this Schedule will apply).
- C. Relocation of Company-owned service pipes or mains at the request of the Customer.
- D. Making temporary changes to accommodate the Customer's wishes.
- E. Except in cases where the work required is due to a failure in the Company's equipment or in the supply of gas, all work done by the Company at the request of the Customer and for the Customer in addition to the provision of gas service will be charged for on the basis of cost as defined herein.
- F. The Company is not equipped to inspect, repair or adjust the Customer's appliances but, in cases of emergency, the Company will perform "screwdriver repairs" to ensure customer safety. This work will be done at no charge to the Customer, except for the replacement of a thermocouple and/or appliance connector which shall be performed based on cost. Screwdriver repairs encompass the provision of technical advice, minor adjustments and minor repairs, including the relighting of gas pilot lights, when such work is performed incidental to other utility work on Customer premises and is necessary to ensure the safety and reliability of gas service. Screwdriver repairs do not include parts replacement, except as provided above, are short in duration, and will not be solicited but performed only in response to safety related Customer calls.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)

..DID: 19138

..TXT: PSC NO: 90 GAS

LEAF: 89

COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 3

INITIAL EFFECTIVE DATE: 06/24/02 SUPERSEDING REVISION: 2

STAMPS:

RECEIVED: 05/15/02 STATUS: Effective EFFECTIVE: 06/24/02

GENERAL INFORMATION

13. CHARGES FOR SPECIAL SERVICES: (CONT'D)

G. Definition of Cost:

Cost will include labor, transportation, material and overhead as follows:

- (1) Labor cost shall be the applicable payroll rate including a pro rata share of vacation, holiday, and lost time, related insurance, retirement and tax expenses.
- (2) Transportation cost shall include the use of vehicles at rates covering operation, maintenance and carrying charges.
- (3) Material cost shall be at manufacturers' list prices or in the event no such list prices are available, at the Company's storeroom cost plus appropriate storeroom overheads, applicable sales taxes, and carrying charges.
- (4) Overhead cost shall include supervision, small tools, office costs, engineering, drafting, administration and inspection and shall be applied at the appropriate rate to the foregoing items.
- (5) In each instance, during ordinary working hours one-half (1/2) hour will be considered as the minimum and during other hours, the minimum shall be three-quarters (3/4) of an hour.

Issued By: Sherwood J. Rafferty, Senior Vice President, Ithaca, NY
(Name of Officer, Title, Address)