

GENERAL INFORMATION

Public Service Commission

5A. DISCONNECTION AND RECONNECTION OF SERVICE - RESIDENTIAL (Cont'd)

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SEP 13 1988

a) Discontinuance for Non-Payment: (Cont'd.)

14) Deferred Payment Agreement - Residential Customers:

TARIFF FILES
ALBANY, N.Y.

Generally the Utility will offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 16 NYCRR 11.10 which sets forth in detail the procedures summarized here. The agreement will be made in duplicate on the form set forth in Rule 11. of this tariff.

(a) Eligibility:

All residential customers and applicants are eligible for an agreement unless the customer has broken an existing payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.

(b) Written Offers:

A specific written offer will be made to eligible customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a customer has broken an agreement that was for a shorter period than the standard agreement.

(c) Negotiating Agreements:

Before making a written offer, the Utility will make a reasonable effort to contact eligible customers or applicants in order to negotiate agreement terms that are fair and equitable considering the customer's financial circumstances. The Utility may, at its discretion, require the customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially. The Utility also may postpone a scheduled termination for up to 10 days for the purpose of negotiating an agreement.

Date of Issue September 12, 1988 Date Effective November 1, 1988

Issued by R. James Gronquist, General Manager, Jamestown, New York

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5A. DISCONNECTION AND RECONNECTION OF SERVICE - RESIDENTIAL Public Service Commission
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(d) The Standard Agreement:

TARIFF FILES
ALBANY, N.Y.

If the Utility and the customer or applicant are unable to agree upon specific terms, the Utility will offer an agreement with the following terms:

- (1) A downpayment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one month's average use, whichever is greater, or if the amount covered by the agreement is less than one-half of one month's average usage, 50 percent of such amount; and
- (2) monthly installments up to the cost of one-half of one month's average use or one-tenth of the balance, whichever is greater.

(e) Entering the Agreement:

The copy of the written agreement must be signed by the customer and returned to the Utility in order to be valid and enforceable. In the case of customers who are subject to a final notice of termination, the signed agreement must be returned to the Utility by the day before the earliest day on which termination may occur in order to avoid termination. If the agreement is not signed and returned as required, the Utility will terminate service.

(f) Renegotiating Agreements:

If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Utility will amend the terms of the agreement to reflect such changes.

(g) Broken Agreements:

If a customer fails to make timely payment of installments in accordance with a payment agreement, the Utility will send a reminder notice before sending a final notice of termination. If a customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new agreement, the Utility will demand full payment and send a final notice of termination in accordance with 16 NYCRR 11.4 and 11.10 and Rule 5A. of this tariff.

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11. Deferred Payment Agreement Form - Residential:

SEP 12 1988

BOARD OF PUBLIC UTILITIES
ELECTRIC DIVISION
CITY OF JAMESTOWN, NEW YORK

TARIFF FILES
ALBANY, N.Y.

RESIDENTIAL CUSTOMER DEFERRED PAYMENT AGREEMENT

CUSTOMER'S NAME _____ PHONE _____

SERVICE ADDRESS _____

ACCOUNT NO. _____ DATE _____

ABOUT THIS AGREEMENT

This is an agreement by _____ to make periodic installment payments to the Board of Public Utilities, City of Jamestown, New York of an overdue balance owed for electric utility service. It is also an agreement by the Board of Public Utilities that it will provide electric service to the address listed above as long as you make these payments, and full payment of each current bill, on time. This payment agreement includes amounts owed for electricity only. Should you owe money to the water or sewer divisions and wish to include these amounts in this agreement, please call our office.

PAYMENT AGREEMENT RULES

This agreement requires regular periodic payments which have been based on your demonstrated ability to pay. If you believe you are unable to pay on these terms, you should not sign this agreement. Instead, call us at 716/483-7590 or come to our office on the third floor of the Municipal Building.

If you can show financial need, alternative terms will be arranged. Depending on your circumstances, a downpayment may not be required and installments may be as low as \$10.00 per month.

This agreement can be changed if your ability to pay changes significantly for reasons you cannot control. If a change is needed, please call 483-7590 or come to our office.

If you are a recipient of public assistance or supplemental security income, you may be eligible for help in paying your utility bills. If so, you may wish to call or visit your local Social Services office.

HOW MUCH IS TO BE PAID

Total amount you owe the Board of Public Utilities for unpaid electric utility service as of _____ is \$ _____.

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HOW PAYMENT IS TO BE MADE

You are to pay the amount owed in the following way:

TARIFF FILES
ALBANY, N.Y.

A down payment of \$ _____ is to be received by _____.

Installments of \$ _____ are to be received by the _____
each _____ from _____ to _____.

The balance of \$ _____ is to be received by _____.

Any bill we send you after _____ is due when you receive it.

LATE PAYMENT CHARGES

This agreement is subject to late payment charges at a monthly rate of 1.5% which is the equivalent of an annual rate of 18%. Late payment charges will be calculated on the amount of the balance after the late payment date shown on each monthly bill. The total late payment charges for the duration of this agreement are calculated to be \$ _____. This amount is based upon timely payments. The actual late payment charge you pay will be either lower or higher than the amount indicated if you make payments either early or late.

WHAT HAPPENS IF PAYMENTS ARE NOT MADE

If we do not receive these installment payments or your regular bill payments on time, we will send you a notice requiring you to pay the total amount owed on your account, and you will then have only 15 days to pay in full before your electric service is turned off.

ASSISTANCE

IF YOU ARE UNABLE TO PAY THE TERMS OF THIS AGREEMENT, OR NEED HELP UNDERSTANDING OR MAKING THIS AGREEMENT, CALL US AT 483-7590.

IF FURTHER HELP IS NEEDED, YOU MAY CALL THE NEW YORK STATE PUBLIC SERVICE COMMISSION AT 1-800-342-3377 8:30 A.M. - 4:30 P.M., MONDAY THROUGH FRIDAY.

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BUDGET BILLING OPTION

If you are not already enrolled in our budget billing plan which allows you to pay for your service in equal monthly installments, and wish to enroll, check this box and we will start you on a plan immediately. A brochure describing the plan in more detail has been provided to you. Call 483-7590 if you have any questions about the Budget Billing Plan.

YES! I WOULD LIKE BUDGET BILLING. _____

ACCEPTANCE OF AGREEMENT

I have read, understand, and accept this agreement.

Customer's Signature _____ Date _____

NAME (TYPED OR PRINTED)

Utility's Signature _____ Date _____

One copy of this agreement, signed by the customer, with the downpayment, must be received by the Board of Public Utilities by _____ in order to avoid having your service turned off.

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