



**Residential payment agreement rules:**

This agreement must be fair and must be based on your ability to pay. If you are unable to pay under the terms of this agreement, you should not sign it and call us at the phone number on the first page of this agreement.

If you can demonstrate financial need, alternative terms will be arranged. Depending on your financial circumstances, a down payment may not be required, and installments may be as low as \$10 per month.

If you are a recipient of public assistance or supplemental security income, assistance to pay your utility bill may be available from your local Department of Social Services.

If your financial circumstances change during the course of this agreement for reasons beyond your control, the terms of this agreement may be adjusted to reflect such changes. If a change is needed, call us at the phone number on the first page of this agreement.

**Late payment charges:**

A late payment charge of 1.5% per month (18% per year) will be billed for any charges that go unpaid past the invoice due date.

**What happens if payments are not made:**

**If we do not receive payments of your installments and current bills on time, you may be required to pay the total amount due on your account.** NYSEG will send you a termination notice allowing you 15 days before service is turned off. If you are unable to reach an agreement with our representative, you may ask to speak with a supervisor.

**Public Service Commission Helpline:**

If further assistance is needed, you may visit the New York State Public Service Commission website at [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints) or call 1.800.342.3377 8:30 a.m. to 4:00 p.m. on business days.

**How Budget Billing works:**

We estimate your total annual usage based on your previous year's usage of electricity and / or natural gas. We divide that estimate by 12 to get your monthly Budget Billing amount. We will review your account every three months to make sure your energy use is in line with your monthly payments. If necessary, we will adjust your monthly payment so you have neither a large credit nor a large amount due (debt) when your account is balanced in the 12<sup>th</sup> month.

After the 12<sup>th</sup> budget is billed, we will calculate what your monthly payment amount will be for the next year. Your Budget Billing will automatically be renewed at the end of the 12 months.

Your monthly bill will indicate the total amount billed, the cost of energy used and the account balance. At times, you may see a credit on your Budget Bill because your Budget Billing amounts are greater than your actual energy use. At other times you may see a debit because your Budget Bill amounts are less than your actual energy use. We do not charge interest if you have a debit, nor do we pay interest if you have a credit. Sales tax (state and local) is applied on the amount of actual energy used during the billing period, not on the Budget Billing amount.

If you have any questions about Budget Billing, please call us at 1.800.572.1111.





## Customer Copy

An equal opportunity employer  
P.O. Box 5240 | Binghamton, NY 13902-5240  
www.nyseg.com

900958011203

March 09, 2024

Account number: 1001-2305-693

Dear Customer:

This is a payment agreement offer from NYSEG. Your account is past due by \$348.91. In order to avoid a shutoff, full payment or payment arrangements must be made prior to the Due Date indicated on this notice.

### About this agreement:

This is an agreement by CUSTOMER(S) to make payments to NYSEG for the above amount. It is also an agreement by NYSEG to provide service to 71 TONJES RD, CALLICOON NY 12723 as long as you make the required payments.

### How payment is to be made:

A down payment of \$52.00 and a signed copy of this agreement is to be received prior to 03/22/2024. Installments of \$29.00 will be included on your next 9 bills and will need to be paid in addition to your current bill. The last installment of \$35.91 will be on the 10th bill. Any new charges including late payment charges billed after 03/11/2024 are due upon receipt.

**\*\* IMPORTANT NOTE: in order for this payment plan to stay up to date prompt installment payments as well as current charges must be paid on time and in full. See the third page for Payment Agreement Rules, Late Payment Charges information, and What Happens If Payments Are Not Made.**

### Assistance:

If you are unable to pay the terms of this agreement, or want to discuss this agreement, please call us at 1.888.315.1755, Monday through Friday, 7 a.m. to 7 p.m. Please review the payment agreement rules for additional information on your options.

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