

GENERAL INFORMATION - Continued

VI. Service Classification Riders (Available on Request) - Continued

RIDER H

Applicable to Service Classification Nos. 1, 2, 7, 8, 9, and 12

H – NYSERDA LOAN INSTALLMENT PROGRAM

Pursuant to the Power New York (“PNY”) Act of 2011 (L. 2011, c.388), the New York State Energy Research and Development Authority or its designated agent (“NYSERDA”) will administer a loan program for qualifying residential and non-residential Customers for the installation of qualified energy efficiency services (as that term is defined in subsection 1891(12) of the Public Authorities Law) on a Customer’s property. Beginning no later than May 30, 2012, installments for such loans will be shown on and collected through the Customer’s utility bill except as provided below. Customers shall repay the loan installment amounts on their utility cycle bills.

Eligibility

As set forth in the PNY Act of 2011, the Company will bill and collect NYSERDA Loan Installment amounts on a customer’s utility bill when notified by NYSERDA that these NYSERDA Loan Installments apply to the customer’s utility account. Unless otherwise precluded by law, participation in the NYSERDA Loan Installment program shall not affect a Customer’s eligibility for any rebate or incentive offered by the Company. In order to comply with the requirements set forth in the PNY Act of 2011, the Company will provide NYSERDA, or its agents, certain customer information and take other actions for purposes of the NYSERDA Loan Installment Program.

Customers will be eligible on a first-come, first-served basis, provided that the number of Customers taking service under this Rider does not exceed one-half of one percent of the total 2011 customer population as reported to the Commission for purposes of calculating the Company’s complaint performance rate as of December 31, 2011, on a first-come, first-served basis.

Billing, Collections, and Payment

Beginning no later than the second cycle bill after the Company receives from NYSERDA a valid Customer account number, monthly NYSERDA loan installment amount, and number of loan installment amounts to be billed, each cycle bill issued to the Customer shall include the monthly loan installment amount until the number of loan installments billed equals the number of loan installment amounts to be billed or the account is closed, whichever occurs first. A Customer receiving bills on a bi-monthly basis will be billed for two loan installment amounts on each bill.

The Customer will be required to pay NYSERDA loan installment amounts when bills are due. The rights and responsibilities of residential Customers participating in the NYSERDA Loan Installment Program are governed by the provisions of Article 2 of the Public Service Law. Unpaid loan installment amounts will be subject to the provisions of this Rate Schedule regarding:

- (a) charges for late payment, collection, reconnection, and dishonored checks,
- (b) deferred payment agreements, and
- (c) termination/disconnection and reconnection of service.

(General Information - Continued on Leaf No. 96)

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GENERAL INFORMATION - Continued

VI. Service Classification Riders (Available on Request) - Continued

RIDER H – NYSERDA LOAN INSTALLMENT PROGRAM - Continued

Billing, Collections, and Payment - Continued

Occupants of a multiple dwelling or two-family dwelling who pay utility charges in order to avoid termination of service or to restore service that was terminated to the entire dwelling, pursuant to Public Service Law Sections 33 and 34 and 16 NYCRR 11.7 or 16 NYCRR 11.8, shall not be required to assume the NYSERDA Loan Installment amounts and such arrears and/or prospective amounts shall remain the responsibility of the incurring Customer.

NYSERDA loan installment amounts will not be subject to the Increase in Rates and Charges described in General Information Section VIII-(A).

A Customer remitting less than the total amount due on a utility bill that includes a NYSERDA loan installment amount shall have such partial payment first applied as payment for electric and/or gas charges. If there are monies remaining after application to the Company's electric and/or gas charges, any remaining amount will be applied to loan installment amounts.

A Customer remitting more than the total amount due on a utility bill that includes a loan installment amount shall have the overpayment applied first to subsequently billed electric and/or gas charges and then to NYSERDA loan installment amounts as they are billed. The Company will not apply Customer overpayments as a prepayment of NYSERDA loan installment amounts or as full repayment of the loan. Customers wishing to make loan prepayments or satisfy the balance of the loan amount outstanding must arrange directly with NYSERDA for such payments.

The Company will not provide interest on overpayments of NYSERDA loan installment amounts.

Term

NYSERDA will advise the Company of the number of the NYSERDA loan installment amounts to be paid at the premises where the energy efficiency measures are installed. The responsibility of the Company is limited to providing billing and collection services for NYSERDA. Such billing and collection services shall be available regardless of whether the electricity or natural gas delivered by the Company is the customer's primary energy source. The NYSERDA loan obligation shall survive changes in ownership, tenancy and meter account responsibility unless fully satisfied. In the event the NYSERDA loan is not satisfied when a Customer's account is closed and NYSERDA notifies the Company to bill loan installment amounts to a successor Customer, such successor Customer will be subject to all terms and conditions of this Rider.

Only one NYSERDA loan installment obligation can exist on a Customer's utility account. Should a Customer enter into an additional loan agreement with NYSERDA, NYSERDA will consolidate the loans and notify the Company of the new NYSERDA monthly loan installment amount and number of installment amounts to be paid.

When an account with a NYSERDA loan is closed, loan installment amounts that were billed but unpaid will be transferred to the Customer's new account established with the Company, provided, however, that if the Customer does not establish a new account with the Company forty-five (45) days after the account is closed, the Company will cease its collection activity for the NYSERDA loan installment arrears and advise NYSERDA so it can pursue collection of the outstanding billed amount(s).

(General Information - Continued on Leaf No. 96-A)

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GENERAL INFORMATION - Continued

VI. Service Classification Riders (Available on Request) - Continued

RIDER H – NYSERDA LOAN INSTALLMENT PROGRAM - Continued

Account Information

In order to comply with the requirements set forth in the PNY Act of 2011, the Company will provide NYSERDA with account closure information and successor Customer information for a premises with an outstanding NYSERDA loan, including Customer name, utility account number, loan number, mailing address and service address. Such information, as applicable, will also be provided to NYSERDA for new loans.

Where there is an outstanding NYSERDA loan obligation, each successor Customer is deemed to have consented to the Company's disclosure to NYSERDA of the above Customer information.

Customer Questions and Billing Disputes

Questions related to the NYSERDA Program and complaints relating to the Company's billing of NYSERDA loan installment amounts shall be directed to NYSERDA. At least annually, the Company will provide Customers participating in the NYSERDA Loan Installment Program the following information in the Customer's utility bill: (a) the amount and duration of remaining monthly payments under the NYSERDA Loan Installment Program; and (b) NYSERDA's contact information and procedures for resolving customer complaints regarding the NYSERDA Loan Installment Program.

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