

P.S.C. NO. 3 ELECTRICITY
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: April 1, 2012

LEAF: 78
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

7. METERING AND BILLING (Continued)

7.4 METER READING (Continued)

(A) Residential (Continued)

- (3) If no actual meter reading is obtained after bills representing six months of estimated bills have been rendered to a residential customer, the Company shall send a letter to both the person who controls access to the meter and the residential customer, except that where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law) or in two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, such letter shall be sent to the customer and such other person who controls access to the meter offering a special appointment for meter reading both during and outside the business hours. If the Company's records do not contain the address of such other person who controls access to the meter, the Company shall request that the customer furnish such information, if available.
- (4) If the Company receives no response after bills representing eight months of estimated bills have been rendered to a residential customer, the Company may send a notice advising the customer and/or such other person who controls access to the meter that if no appointment is made a charge of \$25.00 will be added to the next bill and each subsequent bill rendered to the person who controls and refuses to provide access to the meter.
- (5) If no response is received to the second appointment letter within two months of its mailing, the Company shall inform the party who is responsible for meter access by certified or registered letter that, in accordance with the Commission's directive, it shall apply for a court order to gain access to the meter. The letter shall inform the party that the purpose of obtaining such a court order shall be to permit the Company to gain access to the meter, at least annually, in order to inspect, read, replace or when appropriate, install a remote reading device or relocate the meter to preclude future estimated billing. The court costs, and the cost of the remote reading device or relocating the meter shall be paid for by the person who controls access to the meter.

Issued By: William Longhi, President, Pearl River, New York