

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 12/01/12

Leaf: 81
Revision: 2
Superseding Revision: 1

GENERAL INFORMATION

4. Billing and Collections: (Cont'd.)

I. Meter Reading and Estimated Bills:

The rules below do not apply to meters owned and/or controlled by third parties as part of the Competitive Metering Option, as further defined in PSC 120 - Electricity, General Information Rule 14. The rules below apply in the case of NYSEG-provided or NYSEG-controlled meters.

1. Meter Reading **Non-Residential** Customers:

- (a) The Company shall make a reading attempt, to obtain an actual reading for every non-residential customer's account, on a regularly scheduled basis as provided for under Rule 4.D.
- (b) A reading attempt requires that an authorized Company Representative visit the premises between 8:00 A.M. and 5:00 P.M. on a business day, and follow any routine access instructions.
- (c) Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled meter reading attempt and where the two previous consecutive cycle bills were not based upon an actual meter reading, the Company will make a second similar follow-up reading as soon as possible and within seven calendar days after the scheduled reading date.
- (d) Where the Company did not obtain an actual meter reading from the meter(s) of accounts billed for metered demand at the time of a regularly scheduled or follow-up reading attempt, the Company shall make another reading attempt as soon as possible and within seven calendar days after its last attempt.
- (e) Where the Company has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Company shall, at the time of every subsequent meter reading attempt and, until successful, try to gain access to read the meter.
- (f) Where the Company has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company shall, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.
- (g) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Company shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card for the non-demand meter.

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