

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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### GENERAL INFORMATION

#### **4. METERING AND BILLING (Cont'd)**

##### **A. METERING (Cont'd)**

###### **1) Company Owned Meters (cont'd)**

###### **(c) Estimated**

If the actual use of service is not known because of scheduled bimonthly meter reads (Rule 4.B), inability to read meters or because of failure of meters to register accurately, the amount of the bill may be estimated by the Company from the available data as to the probable consumption and/or demand, and the customer billed accordingly, which estimate shall be corrected if the subsequent meter reading indicates that the estimate was inaccurate. Bill estimates will be calculated in accordance with a procedure approved by the Public Service Commission.

###### **(d) Meter Reading**

###### **(i) Residential**

The Company will limit the period for which estimated bills may be routinely sent to a residential customer to a maximum of four months or two billing periods, whichever is greater.

If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include, but are not limited to:

- (a) Scheduling an appointment with the customer and/or such other person, who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
- (b) Request that the customer and/or such other person, who controls access to the meter, furnish the Company with a meter reading by telephone; or
- (c) Request that the customer and/or such other person, who controls access to the meter, complete a dial or window card with the meter reading.

(Continued on next leaf)

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