

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: December 1, 2012

Leaf No. 69.1  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

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

##### 1) Company Owned Meters

##### (e) Backbilling (Cont'd)

##### 1. Residential (Cont'd):

- c. Where the Company has submitted an estimated bill or bills to a residential customer that understate the actual amount of money owed by such customer for the period when estimated bills were rendered by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the adjusted bill in regular monthly installments over a reasonable period that will not be less than three months. An adjustment to increase previously rendered bills more than 12 months after the time service was provided, pursuant to paragraphs (b), (c), and (d) of this section, will be made within four months of the final resolution of the billing dispute.

- d. If the Company adjusts any charge for service rendered 12 or more months prior to the date of issuance it will include with the bill a notice giving the reason for the adjustment.

- e. The Company shall not render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer after the expiration of 24 months from the time the service to which the new billing or adjustment pertains was provided unless the culpable conduct of the customer caused or contributed to the failure of the Company to render a timely or accurate billing.

##### 2. Non-Residential:

##### a. Notice:

- (i) Every backbill will contain a written explanation of the reason for the backbill that will be sufficiently detailed to apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a twenty-four month period, a statement setting forth the reason(s) the Company did not limit the backbill under subdivision b.
- (ii) Every backbill will contain the applicable billing information as required by the Public Service Commission.
- (iii) Every backbill covering more than a one-month period, other than a catch-up backbill, will contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up backbills will clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.
- (iv) A backbill shall be accompanied by an offer of a deferred payment agreement, in accordance with Rule 5.A.(13) of this Schedule, if applicable.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York