

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: December 1, 2012

Leaf No. 59  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

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

#### **A. MEASUREMENT OF CONSUMPTION (Cont'd)**

(3) **Meter Reading** (Cont'd)

(b) **Nonresidential** (Cont'd)

Where the Company has billed a customer's account based on the readings of a remote meter registration device for six consecutive months, the Company shall, at the time of every subsequent meter reading attempt, until successful, try to gain access to and read the meter.

Where the Company has billed a customer's account based on customer meter readings for six consecutive months, and did not obtain an actual meter 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 meter reading attempt or an appointment with the customer to read the meter.

The Company may render an estimated bill for a regular cycle billing period when:

- The Company has failed to obtain access to the meter(s);
- circumstances beyond the Company's control made obtaining an actual reading of the meter(s) extremely difficult despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without advising the customer in writing of the specific circumstances and the customers' obligation to have the circumstances corrected, or the Company was unable to obtain access to the meter(s).

The Company shall begin providing no access notices to the access controller as described in this subdivision commencing with:

- (i) The fourth consecutive estimated billing.
- (ii) The tenth consecutive estimated billing for accounts billed on either a remote registration device or customer readings.

The no access notices and charges described in this subdivision will be directed only to the access controller. In any case where the access controller is not the customer of the subject account, a copy of all notices shall also be sent to the customer.

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