

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

Leaf No. 61  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

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

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

(4) Backbilling

A. Residential:

1. The Company will not charge a residential customer for service rendered more than six months prior to the mailing of the first bill for service to the residential customer unless the failure of the Company to bill at an earlier time was not due to the neglect of the Company or was due to the culpable conduct of the customer. If the customer remains liable for any such service and the delay in billing was not due to the culpable conduct of the Customer, the Company shall explain the reason for the late billing and will notify the Customer in writing that payments may be made under an installment payment plan.
2. The Company may not adjust upward a bill previously rendered to a residential customer after 12 months from the time the service to which the adjustment pertains was provided unless:
  - (i) failure to bill correctly was caused by the customer's culpable conduct;
  - (ii) failure to bill correctly was not due to the neglect of the Company;
  - (iii) such adjustment is necessary to adjust a budget payment plan; or
  - (iv) there was a dispute between the Company and the customer concerning the charges for service during the 12-month period.
3. 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.
4. 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.
5. The Company will 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.

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