

PSC NO: 220 ELECTRICITY
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: APRIL 27, 2009

LEAF: 122
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

26. BILLING, METER READING, AND COLLECTIONS: (Continued)

26.2.1 Estimated bills may be routinely sent to the customer for a period of four months.

26.2.2 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:

26.2.2.1 Making 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

26.2.2.2 Offering the customer and/or such other person who controls access to the meter the opportunity to phone in meter readings; or

26.2.2.3 Providing cards to the customer and/or such other person who controls access to the meter on which he or she may record the reading and mail it to the Company.

26.2.3 If no actual reading is obtained after bills representing six months have been rendered, the Company shall send a notice to the customer or to the person who controls access to the meter, offering a special appointment for a meter reading both during and outside of business hours.

26.2.3.1 Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law), or in a two family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter.

26.2.3.2 If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the customer furnish such information if available to him.

26.2.4 If the Company receives no response after bills representing eight months, the Company shall send notice advising the customer and/or such other person who controls access to the meter that if no appointment is made a charge of twenty five (\$25) will be added to the next bill rendered to the person who controls and refuses to provide access to the meter.