

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 04/01/08

Leaf: 83
Revision: 2
Superseding Revision: 1

GENERAL INFORMATION

4. Billing and Collections: (Cont'd.)

I. Meter Reading and Estimated Bills: (Cont'd.)

2. Estimated Bills: (Cont'd.)

(b) Estimated Billing – **Residential** (Cont'd.)

3. If the four-month maximum limit of consecutively estimated bills resulted from inability of the Corporation to gain access to the meter, the Corporation will (Cont'd.)

- (c) If after eight months or four billing periods, whichever is greater, of consecutively estimated bills, the recipient has not appropriately responded to the request for a special appointment, the Corporation may send another letter offering a special appointment and advising the recipients that if no appointment is made, a special charge of \$25.00 will be added to the next bill rendered to the person who controls and refuses to provide access to the meter, but that no charge will be imposed if an appointment is arranged and kept.
- (d) If the person who controls access to the meter fails to arrange an appointment in response to a second request and the Corporation is unable to obtain a meter reading, the \$25.00 will be assessed to the person who controls access to the meter. A landlord, building superintendent or managing agent who fails to permit access to an area containing one or more meters after receiving the requisite notice will be charged \$25.00 on his account at the premises.
- (e) If within two months no response is received to the second special appointment letter, the Corporation will send a registered letter advising the recipient that, in accordance with Commission directive, the Corporation will apply for a court order to gain access to the meter, to permit the Corporation to replace a meter, or if physically feasible, install a remote reading device, or relocate the meter so as to preclude future estimated billing, and/or apply to the court for such other relief as may be appropriate. The letter will also state that in accordance with the Corporation's filed tariff, the court costs and the cost of the remote reading device or relocating the meter shall be paid by the person who controls access to the meter.
- (f) The Corporation is permitted to invoke the provisions prescribed herein whenever a customer with a remote reading device or a customer submitting dial or window card readings refuses access to the meter at least once each 12 months.
- (g) Where the Corporation 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% or \$100, whichever is greater, the Corporation will notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three months.

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