

I. Meter Reading, Billing and Collection: (Cont'd.)

2. Meter Reading and Estimated Bills:

(a) Meter Reading - Non-Residential Customer:

- (1) The Company shall make a reading attempt, to obtain an actual reading for every customer's account, on the regularly scheduled basis stated in Rule I.1.
- (2) A reading attempt requires that a meter reader visit the premises between 8:00 a.m. and 5:00 p.m. on a business day, and follow any routine access instructions.
- (3) Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading the Company shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date;
- (4) Where the Company has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Company shall, at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.
- (5) Where the Company has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual 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 reading attempt or an appointment with the customer to read the meter.
- (6) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Company shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card.