

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

(b) Estimated Bills - Residential Customers:

- (1) The company will read meters on a monthly basis in instances where a meter reading is not readily available. Estimated bills may be sent to the customer for a period of four months or two billing periods, whichever is greater.
- (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: (a) making an appointment with the customer and/or such person who controls access to the meter, for the reading at a time to include times other than during normal business hours; or (b) offering the customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or (c) providing to the customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.

(c) No Access Procedure - Residential Customers:

- (1) If no actual reading is obtained after bills representing six months or three billing periods of estimated bills, whichever is greater, 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.
- (2) Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or 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.