

PSC NO: 119 ELECTRICITY
NEW YORK STATE ELECTRIC & GAS CORPORATION
Initial Effective Date: 09/01/03

Leaf: 82
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

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

2. Estimated Bills:

(a) Meter Registration

In case any meter should for any reason cease for a period of time to register the full amount of energy supply or the maximum demand of any customer, the amount of the bill of such a customer shall be estimated by the Corporation from the available data as to the probable consumption and/or demand, and billed accordingly. Bill estimates will be calculated in accordance with a procedure approved by the Public Service Commission.

(b) Estimated Billing - **Residential**

1. The Corporation will limit the period for which estimated bills can be routinely sent to customers to a maximum of four monthly bills (two bi-monthly billings), except in the case of seasonal customers.

2. If the four-month maximum limit of consecutively estimated bills results from any cause other than inability of the Corporation to gain access to the meter, the Corporation will:

- (a) Request that the customer complete a dial or window card with the meter reading; or
- (b) request that the customer furnish the Corporation with a meter reading by telephone; or
- (c) schedule a special off-cycle reading.

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:

- (a) Attempt to obtain an actual meter reading by:
 - (1) Requesting use of a dial or window card by the customer on the next scheduled reading date; or
 - (2) requesting the customer furnish the Corporation with his meter reading by telephone; or
 - (3) requesting an appointment with the customer for a meter reading.
- (b) After six months or three billing periods, whichever is greater, of consecutively estimated bills, the Corporation will send a letter to the customer and the person who controls access to the meter offering a special appointment, for meter readings, both during and outside of business hours.

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