

12. Meter Reading, Billing, Collection and Estimated Bills: (Cont'd)

B. Meter Reading - Non-residential Customers: (Cont'd)

- (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.

C. Estimated Bills - Residential Customers:

- (1) The period for which estimated bills can be routinely sent to customers shall be limited to a maximum of four months billing (or two bi-monthly bills) before other action must be taken.
- (2) After such period of four-month maximum limit of consecutively estimated bills, the Company must attempt to obtain an actual meter reading for the next billing period. The specific action to obtain an actual meter reading should include (but is not limited to):
 - (a) Use of dial card or window card on next scheduled reading date;
 - (b) Making an appointment for a reading;
 - (c) Having customer phone in a meter reading.