

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

A. MEASUREMENT OF CONSUMPTION (Cont'd)

(3) Meter Reading (Cont'd)

(b) Nonresidential (Cont'd)

Where a remote meter reading device has been installed and where the customer has been billed for six months based on the remote meter reading device, the Company shall, at the time of every subsequent meter reading attempt, until successful, try to gain access to and read the meter.

Where the Company has billed a customer's account based on customer meter readings for six consecutive months, and did not obtain an actual meter reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company shall within seven calendar days either make another meter reading attempt or make an appointment with the customer to read the meter.

When the Company renders estimated billings for regular billing periods because circumstances beyond the Company's control made obtaining an actual reading extremely difficult despite having access to the meter area; provided, however, estimated bills for this reason may be rendered no more than twice consecutively without advising the customer in writing of the specific circumstances and the customers' obligation to have the circumstances corrected, or the Company was unable to obtain access to the meter(s). The Company shall begin providing no access notices to the person who controls access commencing with:

- (i) The fourth consecutive estimated billing.
- (ii) The tenth consecutive billing for accounts billed on either a remote registration device or customer readings.

Where the person who controls access is not the customer, a copy of all notices shall also be sent to the customer.

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