PSC No: 16 - Gas   Leaf No. 58
Rochester Gas and Electric Corporation   Revision: 0
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GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

A. MEASUREMENT OF CCF CONSUMPTION (Cont'd)

(3) Meter Reading (Cont'd)

(a) Residential (Cont'd)
Where a remote meter reading device has been installed, or the customer agrees to phone or mail in the meter reads, the Company shall be allowed access to the customer's premises to obtain an actual read at least once every twelve months. Where access to the customer's premises is denied, the Company shall send, by registered mail, a letter advising that, pursuant to Public Service Commission directive, the Company shall apply for a court order to gain access to the meter. The letter shall also state that the court costs shall be paid by the person who controls access to the meter.

(b) Nonresidential
The Company shall make a reading attempt, to obtain an actual reading for every customer's account on a regular basis as provided for under Rule 4.C. A reading attempt requires that an authorized Company Representative visit the premises between 8:00 am and 5:00 pm on a business day and follow any routine access instructions.

Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled meter reading attempt and where the previous two consecutive billings were not based upon an actual meter reading, the Company shall attempt a follow-up meter reading as soon as possible and within seven calendar days after the scheduled meter reading date.

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 meter reading attempt, leave at the premises or mail to the customer a customer meter reading card.

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