

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003  
Effective:

Leaf No. 61  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 4. METERING AND BILLING (Cont'd)

#### A. MEASUREMENT OF CONSUMPTION (Cont'd)

(4) Backbilling

Where the Company has submitted an estimated bill or bills to a residential customer that understate the actual amount of money owed by such customer for the period when estimated bills were rendered by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three months. The rendering of a backbill shall be in accordance with 16 NYCRR 11.4.

Where the Company renders a backbill to a nonresidential customer, which exceeds the cost of twice the customer's estimated average monthly billing or \$100 whichever is greater, the Company shall provide a written notice to the customer offering a deferred payment agreement; provided, however, the Company need not offer an agreement when the customer knew, or should have known, the original billing was incorrect. The deferred payment agreement may require the customer to pay the outstanding charges in monthly installments of up to the cost of one-half of the customer's estimated average monthly usage or one twenty-fourth of such charges whichever is greater. The rendering of a backbill shall be in accordance with 16 NYCRR 13.9.

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