

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

4. METERING AND BILLING

A. MEASUREMENT OF CCF CONSUMPTION

(1) Metered

The extent of the customer's Ccf use of the Company's service shall be determined by the readings of the meters installed by the Company. In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The company will establish an account billed under the applicable service classification, in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a summary of the rules governing shared meters from the company's office.

(2) Estimated

If the actual Ccf use of service is not known because of scheduled bi-monthly meter reads (Rule 4.C), inability to read meters or because of failure of meters to register accurately, the amount of the bill may be computed by estimating the Ccf use from the available data and the customer billed accordingly, which estimate shall be corrected if the subsequent meter reading indicates that the estimate was inaccurate.

(3) Meter Reading

(a) Residential

Estimated bills may be routinely sent to the customer for a period of four months or two billing periods, whichever is greater. If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:

- (i) Making an appointment with the customer and/or such other person, who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
- (ii) Offering the customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or
- (iii) Providing the customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.

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