

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

A. METERING (Cont'd)

1) Company Owned Meters

(d) Meter Reading (Cont'd)

(ii) Nonresidential (Cont'd)

The second notice shall advise the person who controls access that the no access charge has been added to the bill and that another may be added to the next bill. The notice shall also state that service may be physically terminated, that steps to terminate service may follow, and that the Company may obtain a court order in order to gain access to the meter.

The third and each subsequent notice shall advise the person who controls access that the no access charge has been added to the billing and, if the service may be terminated without obtaining access, shall be accompanied by a Final Notice of termination for no access. If service cannot be physically terminated without gaining access, a notice shall state that the Company is seeking a court order to obtain access and that court costs will be paid by the person who controls access to the meter.

The monthly no access charge shall be \$100.00 per month per building or premises.

The Company may suspend the issuance of no access notices and/or penalties if the access controller contacts the Company and provides a legitimate reason for postponing the provision of access; provided, however, no metered demand account shall be eligible for such suspension and no suspension shall last more than 90 calendar days.

(e) 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.

(Continued on next leaf)

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