

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)

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:

- (a) The second consecutive estimated billing for accounts billed for demand.
- (b) The fourth consecutive estimated billing for accounts not billed for demand.
- (c) 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.

The first notice shall advise the person who controls access that unless access to the customer's meter is provided on the next scheduled meter reading date or a special appointment made, a no access charge will be added to the next bill of the person who controls access and to every subsequent billing until an actual meter reading is obtained. The Company shall also offer to arrange a special meter reading appointment.

(Continued on next leaf)

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York