

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

Leaf: 65
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

III. Metering, Billing, Discontinuance of Service and Complaints: (Cont'd)

J. Backbilling - Non-residential Customers: (Cont'd)

2. Limitations on Backbill Rendering: (Cont'd)

- c. The company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the company becomes aware that the first backbill was excessive.
- d. The company shall not render a backbill for any underbilling when the reason for the underbilling is apparent from the customer's service application, or could have been revealed in a service application and the company failed to obtain and retain one.

3. Limitations on Backbilling Period:

- a. When the failure to bill at an earlier time was due to utility deficiency, the company shall not bill a customer for service rendered more than 12 months before the company actually became aware of the circumstance, error or condition that caused the underbilling, unless the company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.