

PSC NO: 12 GAS
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION
INITIAL EFFECTIVE DATE: 04/09/04

LEAF: 32
REVISION: 1
SUPERSEDING REVISION: 0

14. METER READING, ESTIMATED BILLS AND BACKBILLING (Cont'd)

C. Backbilling

1. Residential

- (a) The Company will not charge a residential customer for service rendered more than six months prior to the mailing of the first bill for service unless the failure of the Company to bill at an earlier time was not due to the neglect of the Company or was due to the culpable conduct of the customer. If the customer remains liable for any service and the delay in billing was not due to the culpable conduct of the customer, the Company will explain the reason for the late billing and will notify the customer in writing that payments may be made under an installment payment plan.
- (b) The Company will not adjust upward a bill previously rendered to a residential customer after twelve months from the time the service to which the adjustment pertains was provided unless:
 - (1) failure to bill correctly was caused by the customer's culpable conduct;
 - (2) failure to bill correctly was not due to the neglect of the Company;
 - (3) such an adjustment is necessary to adjust a budget or levelized payment plan; or
 - (4) there was a dispute between the Company and the customer concerning charges for service during the twelve-month period.
- (c) If the Company issues a billing adjustment increase of \$100 or more pertaining to paragraphs (2), (3) or (4) of subsection (b) above, the Company will notify the customer in writing that the adjusted bill can be paid in regular monthly installments over a reasonable period. An adjustment to increase previously rendered bills more than twelve months after the time service was provided, pursuant to paragraphs (b) (2), (3), or (4) above, will be made within four months of the final resolution of the billing dispute.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York