

PSC NO: 15 ELECTRICITY

LEAF: 59

COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION

REVISION: 4

INITIAL EFFECTIVE DATE: 04/09/04

SUPERSEDING REVISION: 3

14. METER READING, ESTIMATED BILLS AND BACKBILLING (Cont'd)**B. Estimated Bills** (Cont'd)**a. Residential** (Cont'd)

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 tailored to the customer's financial circumstances over a reasonable period.

A duly authorized agent of the Company may enter any residential dwelling supplied with service by the Company at all reasonable times for the purpose of reading the meter to ascertain the quantity of electricity supplied, provided such agent exhibits a photo-identification badge and written authority.

For seasonal and/or short-term customers, an actual meter reading shall be taken upon termination of service.

b. Nonresidential

The Company may render an estimated bill for a regular cycle billing period only when:

- (1) the Company has failed to obtain access to the meter(s);
- (2) circumstances beyond the control of the Company made obtaining an actual reading of the meter(s) extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the customer in writing of specific circumstances and the customer's obligation to have the circumstances corrected;
- (3) the Company has good cause for believing that an actual or customer reading obtained is likely to be erroneous; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company initiating corrective action before the rendering of the next cycle bill;
- (4) circumstances beyond the control of the Company prevented the meter reader from visiting the premises;

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