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

B. Estimated Bills

1. Meter Registration

Should any meter or measuring device for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of inability of the Company to read a meter or measuring device, the usage of service by such customer may be estimated by the Company on the basis of available data and the customer billed accordingly.

2. Estimated Billing

a. Residential

- (1) Estimated bills may be routinely sent to the customer for a period of four months or two billing periods, whichever is greater.
- (2) If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:
 - (a) Making an appointment with the customer and/or such other person, who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
 - (b) Offering the customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or
 - (c) Providing to the customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.

Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residences Law), or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter.

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