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GENERAL INFORMATION (CONT'D)

E. Backbilling - Residential Customers:

1. The provisions in this section are intended to reflect the requirements of 16 NYCRR § 11.14.
2. The Utility shall not charge a customer for service rendered more than six months prior to the mailing of the first bill for service to the residential customer unless the failure of the Utility to bill at an earlier time was not due to the neglect of the Utility or was due to the culpable conduct of the customer. If the customer remains liable for any such service and the delay in billing was not due to the culpable conduct of the customer, the Utility shall explain the reason for the late billing and shall notify the customer in writing that payments may be made under an installment payment plan tailored to the customer's financial circumstances. Any such installment plan may provide for a down payment of no more than one half of the amount due from the customer, or three months' average billing for that customer, whichever is less.
3. The Utility will not adjust upward a bill previously rendered to a residential customer after 12 months from the time the service to which the adjustment pertains was provided unless the requirements set forth in 16 NYCRR § 11.14 (b) have been met.
4. The Utility, when issuing a billing adjustment of \$100 or more under subparagraph (2) or (3) of this section, shall notify the customer in writing that he or she has the right to pay the adjusted bill in regular monthly installments, tailored to the customer's financial circumstances, over a reasonable period that shall not be less than three months. An adjustment to increase previously rendered bills more than 12 months after the time service was provided, pursuant to subparagraphs (2) and (3) of this section, shall be made within 4 months of the final resolution of the billing dispute.

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