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                    GENERAL INFORMATION (CONT'D)

H.   Limitations on Backbilling Period - Non-Residential Customers:

   1.   These provisions are intended to reflect the requirements of 16 NYCRR § 13.9 (c).

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

   3.   The Utility shall not bill a customer for service rendered more than 24 months
   before the Utility actually became aware of the circumstance, error, or condition that
   caused the underbilling, unless the Utility can demonstrate that the customer knew or
   reasonably should have known that the original billing was incorrect.

I.   Rebilling of Estimated Demands - Non-Residential Customers

   1.   Utility shall not upwardly revise an estimated demand unless it can demonstrate
   that, for the period during which the demand was estimated, it complied with the
   meter reading requirements and the no access procedures of Rule (VIII)(B)(2) and (6)
   above.

   2.   All revised demands shall be based on the best available information including the
   customer's present and historical energy consumption and load factor.

   3.   No revised demand shall exceed 95 % of the subsequent actual demand, unless the
   Utility has, along with the estimated demand bill, offered a special appointment to read
   the meter, and the customer failed to arrange and keep such appointment, in which
   case the estimated demand may be revised up to the level of the subsequent actual
   demand.

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