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GENERAL INFORMATION (CONT'D)

4. No Access Procedure - Residential Customers:

- a. The provisions in this section are intended to reflect the requirements of 16 NYCRR § 11.10.
- b. If no actual reading is obtained after bills representing six months or three billing periods of estimated bills, whichever is greater, have been rendered, the Utility shall send a notice to the customer or to the person who controls access to the meter, offering a special appointment for a meter reading both during and outside of business hours.
- c. Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence Law), or in a two-family dwelling that is known by the Utility 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.
- d. If the Utility's records do not contain the address of the person who controls access to the meter, the Utility shall request that the customer furnish such information if available.
- e. If the Utility receives no response after bills representing eight months or four billing periods of estimated bills, whichever is greater, the Utility may send a notice advising the customer and/or such other person who controls access to the meter that if no appointment is made a charge not to exceed twenty-five (\$25) dollars will be added to the next bill rendered to the person who controls and refuses to provide access to the meter.

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