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COMPANY: NEW YORK MUNICIPAL POWER AGENCY REVISION: 0  
INITIAL EFFECTIVE DATE: 05/01/98 SUPERSEDING REVISION:  
STAMPS:  
Cancelled by 1 Rev. Leaf No. 57 Effective 12/01/1998  
RECEIVED: 03/27/98 STATUS: Cancelled EFFECTIVE: 05/01/98  
GENERAL INFORMATION (CONT'D)

paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded.

## XII. CONTENTS OF BILLS

### A. Residential Customers:

The Utility shall provide, in clear and understandable form and language: the name, address and account number of the customer, dates of the present and previous meter readings, whether estimated or actual, amount consumed between present and previous readings, amount owed for the latest period, the date by which payments for the latest period may be paid without penalty, the penalty charge for late paid bills, credits from past bills and any amounts owed and unpaid from previous bills, and such other requirements as set forth in 16 NYCRR § 11.16.

### B. Non-Residential Customers:

Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Utility and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with this bill. Bills shall contain information required under 16 NYCRR §13.11.

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