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GENERAL INFORMATION (CONT'D)

- d. Where circumstances beyond the Utility's control prevent the Utility from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading, the Utility shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date.
- e. Where the Utility has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Utility shall at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.
- f. Where the Utility has billed a customer's account based on readings provided by the customer for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Utility shall, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.
- g. Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Utility shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer, a meter reading card.

3. Estimated Bills - Residential Customers:

- a. The provisions in this subsection are intended to reflect the provisions of 16 NYCRR § 11.3.

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