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..TXT: PSC NO: 89 GAS LEAF: 46
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 1 effective 01/01/00
RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

GENERAL INFORMATION

20. METER READING, BILLING, COLLECTION, AND ESTIMATED BILLS: (CONT'D)

E. No Access Procedure - Residential Customers: (Cont'd)

- (2) If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company may add a charge of twenty-five dollars (\$25.00) to the next bill of the recipient of the notice. If the Company intends to obtain a court order to gain access to the meter, it shall inform the recipient of the notice by certified letter.
- (3) The letter shall inform the recipient that the purpose of obtaining such a court order is to replace a meter, or, if physically feasible, to relocate the meter or install a remote reading device. The letter shall state that the court costs will be paid by the person who controls access to the meter.
- (4) For seasonal and/or short term customers, an actual meter reading shall be taken upon termination of service.
- (5) Where the Company has submitted an estimated bill or bills to a residential customer that understate the actual amount of money owed by such customer for the period when estimated bills were rendered by more than fifty percent (50%) or one hundred dollars (\$100.00), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three (3) months.

F. Estimated Bills - Non-Residential Customers:

- (1) The Company may render an estimated bill for a regular cycle billing period only when:
 - (a) The Company has failed to obtain access to the meter(s);
 - (b) Circumstances beyond the control of the Company made obtaining an actual reading of the meter(s) extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the Customer in writing of the specific circumstances and the Customer's obligation to have the circumstances corrected;

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)