

..DID: 1248
..TXT: PSC NO: 89 GAS LEAF: 45
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)

D. Estimated Bills - Residential Customers: (Cont'd)

- (a) making an appointment with the Customer and/or such person who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
 - (b) offering the Customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or
 - (c) providing to the Customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.
- (3) If no actual reading is obtained after bills representing six (6) months or three (3) billing periods of estimated bills, whichever is greater, have been rendered, the Company 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.
- (4) 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 Company 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.
- (5) If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the Customer furnish such information if available.

E. No Access Procedure - Residential Customers:

- (1) If the Company receives no response after bills representing eight (8) months or four (4) billing periods of estimated bills, whichever is greater, the Company 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 of twenty-five dollars (\$25.00) will be added to the next bill rendered to the person who controls and refuses to provide access to the meter.

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