

..DID: 1240
..TXT: PSC NO: 89 GAS LEAF: 50
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)

H. Backbilling - Non-Residential Customers: (Cont'd)

(1) Notice: (Cont'd)

- (c) Every backbill covering more than a one-month period, other than a catch-up backbill, shall contain a notice that the Customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up backbills shall clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.
- (d) A backbill shall be accompanied by an offer of a deferred payment agreement in accordance with Section 34.B., if applicable.

(2) Limitations on Backbill Rendering:

- (a) The Company shall not render a backbill more than six (6) months after the Company actually became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
- (b) The Company shall not upwardly revise a backbill unless the first backbill explicitly stated that the Company reserved the right to do so, the revised backbill is rendered within twelve (12) months after the Company actually became aware of the circumstance, error, or condition that caused the underbilling, and
 - (i) the Customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
 - (ii) new information shows that the first backbill was incorrect.
- (c) The Company shall render a downwardly revised backbill as soon as reasonably possible and within two (2) months after the Company becomes aware that the first backbill was excessive.

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