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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
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GENERAL INFORMATION

15. BILLING AND COLLECTIONS: (continued)

15.9.1.3 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.

15.9.1.4 A backbill shall be accompanied by an offer of a deferred payment agreement pursuant to Rule 15.8, if applicable.

15.9.2 Limitations on Backbill Rendering

15.9.2.1 The Company shall not render a backbill more than six months after the Company became aware of the circumstances, error or condition that caused the underbilling, unless a court extends the time to render a backbill.

15.9.2.2 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 months after the Company actually became aware of the circumstance, error or condition that caused the underbilling, and either the customer knew or reasonably should have known that the original billing or first backbilling was incorrect, or, new information shows that the first backbill was incorrect.

15.9.2.3 The Company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.

15.9.2.4 The Company shall not render a backbill for any underbilling when the reason for the underbilling is apparent from the customer's service application, or could have been revealed in a service application and the Company failed to obtain and/or retain such application.

Issued By: Albert J. Budney, Jr., President, Syracuse, New York