

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 06/19/19

Leaf: 81  
Revision: 3  
Superseding Revision: 2

### GENERAL INFORMATION

#### 4. Billing and Collections: (Cont'd.)

##### I. Meter Reading and Estimated Bills:

The rules below apply in the case of NYSEG-provided or NYSEG-controlled meters.

1. **Meter Reading Non-Residential Customers:**
  - (a) The Company shall make a reading attempt, to obtain an actual reading for every non-residential customer's account, on a regularly scheduled basis as provided for under Rule 4.D.
  - (b) A reading attempt requires that an authorized Company Representative visit the premises between 8:00 a.m. and 5:00 p.m. on a business day, and follow any routine access instructions.
  - (c) Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled meter reading attempt and where the two previous consecutive cycle bills were not based upon an actual meter reading, the Company shall make a second similar follow-up reading as soon as possible and within seven calendar days after the scheduled reading date.
  - (d) Where the Company did not obtain an actual meter reading from the meter(s) of accounts billed for metered demand at the time of a regularly scheduled or follow-up reading attempt, the Company shall make another reading attempt as soon as possible and within seven calendar days after its last attempt.
  - (e) Where the Company has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Company shall, at the time of every subsequent meter reading attempt and, until successful, try to gain access to read the meter.
  - (f) Where the Company has billed a customer's account based on customer readings 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 Company 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 shall be unable to obtain a reliable meter reading, the Company shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card for the non-demand meter.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Binghamton, New York

Cancelled by supplement No. 25 effective 11/24/2020

Suspended to 12/01/2020 by order in Case 19-E-0378. See Supplement No. 24. The supplement filing date was 10/22/2020  
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