Received: 02/21/2020

Status: CANCELLED
Effective Date: 08/01/2020

GENERAL INFORMATION

7. Metering, Billing, Collections and Estimated Bills: (Cont'd.)

C. No Access Procedures - Residential:

(a) If no actual reading is obtained after bills representing six month or three 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.

(b) Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residences 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.

(c) 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.

(d) The Company receives no response after bills representing eight months or four 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) will be added to the next bill rendered to the person who controls and refuses to provide access to meter.

(e) 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) 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 or registered letter. 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 and
the costs of the meter relocation will be paid by the person who controls access to the meter.

D. Tenant Energy Bill Data - Residential: Upon written request from a prospective tenant, the Company will provide, at no cost, the total gas charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. The Company will provide such information to the prospective landlord, or other authorized person, within ten days of receipt of the written request.

Cancelled by 2 Rev. Leaf No. 27 Effective 08/01/2020
Effective date postponed to 08/01/2020. See Supplement No. 10.