

PSC No. 1 - Gas
Hamilton Municipal Utilities Commission
Initial Effective Date: July 1, 2020

LEAF 46
Revision: 1
Superseding Revision: 0

XVI. METER READING, BILLING, COLLECTION: (Cont'd.)

- ii. The notice required at the time of application for service shall be provided with the service application to an applicant from whom a written application is required, and by mail within 30 calendar days of the request for service to an applicant from whom a written application is not required.

I. Tenant Energy Bill Data

Upon written request from a prospective tenant or lessee, the Utility 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 Utility will provide such information to the landlord or lessor and to the prospective tenant, or other authorized person, within ten days of receipt of the written request, and prior to the commencement of the tenancy or execution of a lease.

XVII. BACKBILLING:

I. Residential

- i. The Utility shall not charge a customer for service rendered more than six months prior to the mailing of the first bill for service to the residential customer unless the failure of the Utility to bill at an earlier time was not due to the neglect of the Utility or was due to the culpable conduct of the customer. If the customer remains liable for any such service and the delay in billing was not due to the culpable conduct of the customer, the Utility shall explain the reason for the late billing and shall notify the customer in writing that payments may be made under an installment payment plan. Any such installment plan may provide for a downpayment of no more than one half of the amount due from the customer, or three months' average billing for that customer, whichever is less.
- ii. The Utility will not adjust upward a bill previously rendered to a residential customer after 12 months from the time the service to which the adjustment pertains was provided unless the requirements set forth in 16 NYCRR § 11.14 (b) have been met.
- iii. The Utility, when issuing a billing adjustment of \$100 or more under this section, shall notify the customer in writing that he or she has the right to pay the adjusted bill in regular monthly installments over a reasonable period that shall not be less than three months. An adjustment to increase previously rendered bills more than 12 months after the time service was provided, pursuant to this section, shall be made within four months of the final resolution of the billing dispute.
- iv. If the Utility adjusts any charge for service rendered 12 or more months prior to the date of issuance it shall include with the bill a notice giving the reason for the adjustment.