

**P.S.C. NO. 3 ELECTRICITY
ORANGE AND ROCKLAND UTILITIES, INC.**

INITIAL EFFECTIVE DATE: May 1, 2019

SUPERSEDING REVISION:

LEAF: 77

REVISION: 1

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Issued in compliance with Notice in Case 18-M-0679 dated 11/30/2018.

GENERAL INFORMATION**7. METERING AND BILLING (Continued)****7.4 METER READING****(A) Residential**

- (1) The Company will endeavor to read all meters at regular monthly intervals as specified according to the appropriate rate classification.

If a customer or an ESCO requests the Company to obtain a meter reading on a day other than the scheduled meter read date, or a new customer's initial turn-on date, the requesting party will be charged a fee of \$20 per account per visit and will be responsible for assuring that the Company will be provided access to the meter. Except in cases where a customer requests a meter reading upon discontinuation of utility service, requests for special meter readings must be made not less than ten calendar days in advance of the requested read date. The Company will complete a meter reading requested by a residential customer upon discontinuation of utility service in accordance with the provisions of Public Service Law §39.4 and such customer will be charged the \$20 fee. Also, for any metering information or services requested that the Company does not provide, the Company will, at its sole discretion, provide the service or information at its cost.

- (2) When the Company is unable to gain access to a meter, a notice stating this fact and requesting the residential customer to phone in a reading within twenty-four hours will be left on the premises. If no response is received, the Company shall then estimate the consumption to be billed except that it shall limit the number of estimates to 4 consecutive monthly periods. When the four-month limit of consecutively estimated bills has been reached, the Company shall attempt to obtain an actual meter reading for the next billing period by requesting the customer to phone in the meter reading. The Company shall also attempt to obtain an actual meter reading by:
- (a) making an appointment with the customer and/or such other person who controls access to the meter for the reading at a time other than during normal business hours;
 - (b) offering the customer and/or such other person who controls access to the meter, the opportunity to phone in meter readings;
 - (c) providing to the customer and/or such other person who controls access to the meter cards on which he or she may record the reading and mail it to the Company.

Issued By: Robert Sanchez, President, Pearl River, New York