

PSC NO: 12 GAS
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION
INITIAL EFFECTIVE DATE: 05/01/2019

LEAF: 26
REVISION: 1
SUPERSEDING REVISION: 0

14. METER READING, ESTIMATED BILLS AND BACKBILLING

The Company's procedures for obtaining an actual meter reading are subject to Section 39 of the Public Service Law. Where applicable, Central Hudson will charge a fee, as specified in General Information Section 13, per customer, for any special meter reading.

A. Meter Reading - Nonresidential Customers

1. The Company will make a reading attempt to obtain an actual reading for every customer's account on the regularly scheduled basis.
2. A reading attempt requires that a meter reader visit the premises between 8:00 AM and 5:00 PM on a business day, and follow any routine access instructions.
3. Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading, the Company shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date.
4. 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 will, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.
5. Unless a customer does not have access to the meter or the customer will 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.

B. Estimated Bills

1. Meter Registration

Should any meter or measuring device for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of inability of the Company to read a meter or measuring device, the usage of service by such customer may be estimated by the Company on the basis of available data and the customer billed accordingly.

Issued by: Anthony S. Campagiorni, Vice President, Poughkeepsie, New York