

PSC No. 1 - Gas  
Hamilton Municipal Utilities Commission  
Initial Effective Date: September 1, 2014  
Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.

LEAF 45  
Revision: 0  
Superseding Revision:

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

- iii. The Utilities Commission shall be required to pay interest on any customer refunds, except where customer overpayments are refunded within 30 days after such overpayment is received by the Utilities Commission.

F. Quarterly Payment Plan:

- i. As required by Public Service Law Section 38, the Utilities Commission shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for service rendered, provided that such customer's average annual billing is not more than \$150. See Form J for form.
- ii. The average annual billing will be determined by the last 12 months of charges for service, or, if the billing information is not available, the charges will be estimated.

G. Contents of Bills:

- i. Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Utilities Commission and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with this bill. Bills shall contain information required under 16 NYCRR 13.11.

H. Annual notice of rights.

- i. The Utilities Commission shall, at the time of application for service, and at least annually after service is initiated, provide applicants and customers with a brochure containing a detailed summary of their rights and obligations under this Part 13 of the Public Service Commission's Regulations (16 NYCRR Part 13), a notice describing the commonly used nonresidential service classification and their rates, an offer of written guidelines regarding eligibility requirements for the utility's service classifications, notice that the utility's tariff is available for review in every utility business office, and notice that some nonresidential customers may be eligible for protections under Part 11 of the Public Service Commission's Regulations (16 NYCRR Part 11).

Issued by: Sean Graham, Village Administrator, 3 Broad Street, Hamilton, NY 13346