

Airus, Inc. d/b/a Airus of New York
P.S.C. NO 1 Telephone
Effective Date: July 11, 2014

Leaf 32
Revision: 0
Superseding revision:

SECTION 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.18 Customer Overpayments

- 2.18.1 The Company will provide interest on customer overpayments that are not refunded within thirty (30) days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.19 Notices

- 2.19.1 Any notice required or permitted to be given under this tariff shall be in writing and delivered by hand, mail, national overnight courier service or by fax if confirmed by telephone to the customer, at the address or phone numbers shown herein or at such other address or phone numbers as shall be designated from time to time.

Issued By: Julie Oost, Vice President Regulatory Affairs, 840 South Canal Street,
7th Floor, Chicago, IL 60607.