

PSC NO: 90 GAS
NEW YORK STATE ELECTRIC & GAS CORPORATION
INITIAL EFFECTIVE DATE: 12/01/12

LEAF: 49
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

8. BILLING AND COLLECTIONS: (CONT'D)

J. Meter Reading and Estimated Bills: (Cont'd)

(2) Estimated Bills: (Cont'd)

(b) Estimated Billing - Residential: (Cont'd)

- v. If within two months no response is received to the second special appointment letter, the Company shall send a registered letter advising the recipient that, in accordance with Public Service Commission directive, the Company will apply for a court order to gain access to the meter, to permit the Company to replace a meter, or if physically feasible, to relocate the meter or install a remote reading device, so as to preclude future estimated billing, and/or apply to the court for such other relief as may be appropriate. The letter shall also state that in accordance with the Company's filed tariff, the court costs and the cost of the meter relocation or remote reading device shall be paid by the person who controls access to the meter. Where the Company gains access to a gas meter through the use of a court but cannot restore full service because the terms of the court order do not permit the Company access to all areas of the premises to relight pilot lights, the Company will lock the meter and leave written notification informing the customer how service can be promptly restored. If the customer fails to contact the Company to have service restored, the Company will attempt to contact the customer, on no less than a weekly basis, until such service is restored. During the period November 1 to April 15 inclusive, court orders obtained under this section will not be enforced against any residential gas-heating customers if such enforcement would result in the termination of service or in an unsafe condition.
- vi. Where a remote reading device has been installed, or the customer agrees to phone or mail in the meter reads, the Company shall be allowed access to the customer's premises to obtain an actual read at least once every 12 months. Where access to the customer's premises is denied, the Company shall send, by registered mail, a letter advising that, pursuant to Public Service Commission directive, the Company shall apply for a court order to gain access to the meter. The letter shall also state that the court costs shall be paid by the person who controls access to the meter.
- vii. Where the Company has submitted an estimated bill or bills to a residential customer that understate the actual amount of money owed by such customer for the period when estimated bills were rendered by more than fifty percent (50%) or \$100.00, whichever is greater, the Company will notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three (3) months.

(c) Estimated Billing - Non-Residential:

- (i) The Company may render an estimated bill for a regular cycle billing period only when:
 - 1. the Company has failed to obtain access to the meter(s);

Issued By: James A. Lahtinen, Vice President - Rates & Regulatory Economics, Binghamton, NY