

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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Leaf No. 56  
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Superseding Revision: 0

## GENERAL INFORMATION

### 4. METERING AND BILLING

#### A. MEASUREMENT OF CCF CONSUMPTION

(1) Metered

The extent of the customer's Ccf use of the Company's service shall be determined by the readings of the meters installed by the Company. In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The company will establish an account billed under the applicable service classification, in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a summary of the rules governing shared meters from the company's office.

(2) Estimated

If the actual Ccf use of service is not known because of scheduled bi-monthly meter reads (Rule 4.C), inability to read meters or because of failure of meters to register accurately, the amount of the bill may be estimated by the Company from the available data to the probable Ccf use and the customer billed accordingly, which estimate shall be corrected if the subsequent meter reading indicates that the estimate was inaccurate. Bill estimates will be calculated in accordance with a procedure approved by the Public Service Commission.

(3) Meter Reading

(a) Residential

The Company will limit the period for which estimated bills may be routinely sent to the customer to a maximum of four months or two billing periods, whichever is greater.

If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:

- (i) Scheduling an appointment with the customer and/or such other person, who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
- (ii) Request that the customer and/or such other person, who controls access to the meter, furnish the Company with a meter reading by telephone; or
- (iii) Request that the customer and/or such other person, who controls access to the meter, complete a dial or window card with the meter reading.

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