

PSC NO: 90 GAS
NEW YORK STATE ELECTRIC & GAS CORPORATION
INITIAL EFFECTIVE DATE: 04/01/08

LEAF: 48
REVISION: 2
SUPERSEDING REVISION: 1

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)

2. After six (6) months or three (3) billing periods, whichever is greater, of consecutively estimated bills, the Company shall send a notice to the Customer and to the person who controls access to the meter offering a special appointment for a meter reading, both during and outside of business hours. Where the Customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence Law), or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter.
3. If after eight (8) months or four (4) billing periods, whichever is greater, of consecutively estimated bills, the Customer has not appropriately responded to the request for a special appointment, the Company may send another letter offering a special appointment and advising the Customer that if no appointment is made, a special charge of \$25.00 will be added to the next bill rendered to the person who controls and refuses to provide access to the meter, but no charge will be imposed if an appointment is arranged and kept. If the person who controls access fails to arrange an appointment in response to a second request and the Corporation is unable to obtain a meter reading, the charge of \$25 will be assessed to the person who controls access to the meter. A landlord, building superintendent or managing agent who fails to permit access to an area containing one or more meters after receiving the requisite notice will be charged \$25.00 on his account at the premises.
4. If within two (2) months no response is received to the second notice, the Company will send a registered letter advising the Customer that, in accordance with PSC 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, install a remote reading device, or relocate the meter so as to preclude future estimated billing, and/or apply to the court for such other relief as may be appropriate. The letter will also state that in accordance with the Company's filed Schedule, the court costs and the cost of the remote reading device or relocating the meter 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

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY