I.    Meter Reading, Billing and Collection: (Cont'd.)

          12-month experience, adjusted for known changes.  If 12 months of
          billing data are not available for the customer, then 12 months
          of billing data for the premises shall be used.  If 12 months of
          billing data are not available for the premises, then the utility
          shall estimate future consumption over the next 12 month period.
          Each such plan shall provide that bills clearly identify
          consumption and state the amounts that would be due without
          levelized or budget billing; such information need not be
          supplied on interim bills for customers billed on a bimonthly
          basis.  Each such plan shall provide that bills be subject to
          regular review for conformity with actual billings.  Further
          details on Residential Levelized Payment Plans are available in
          the Company Office.

     7.    Interest on Customer Overpayments:

          The Company shall provide interest on customer overpayments in
          accordance with 16 NYCRR 277.

          A customer overpayment is defined as payment by the customer to
          the Company in excess of the correct charge for gas service
          supplied to the customer which was caused by erroneous billing by
          the Company.

          The rate of interest on customer overpayments shall be the
          greater of the unadjusted customer deposit rate specified by the
          Commission or the applicable late payment rate, if any, for the
          service classification under which the customer was billed.
          Interest shall be paid from the date when the customer
          overpayment was made, adjusted for any changes in the deposit
          rate or late payment rate, and compounded monthly, until the date
          when the overpayment was refunded.

          The company shall be required to pay interest on any customer
          refunds that occurred on or after March 20, 1984, except where
          customer overpayments are refunded within 30 days after such
          overpayment is received by the Company.

          (a)   a meter registering more than 2% fast;

          (b)   use of an incorrect fixed factor pressure constant;

          (c)   use of an incorrect therm billing factor;

          (d)   incorrect service classification, provided the information
                supplied by the customer was not

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