

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

apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a 24 month period, a statement setting forth the reason(s) the Company did not limit the backbill under subdivision (c) of this section.

- (2) Every backbill shall contain or be accompanied by all required information applicable under 16 NYCRR 13.11 - Contents of Bill.
- (3) Every backbill covering more than a one month period, other than a catch-up backbill, shall contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up backbills shall clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.
- (4) A backbill shall be accompanied by an offer of a deferred payment agreement in accordance with Rule N.5, if applicable.

(b) Limitations on Backbill Rendering:

- (1) The Company shall not render a backbill more than six months after the Company actually became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
- (2) The Company shall not upwardly revise a backbill unless the first backbill explicitly stated that the Company reserved the right to do so, the revised backbill is rendered within 12 months after the Company actually became aware of the circumstance, error, or condition that caused the underbilling, and
 - (i) the customer knew or reasonably should have known that the original billing or the first backbill was