

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

deficient;

- (e) billing is based on a switched meter condition where the customer is billed on the incorrect meter;
- (f) meter turn-over, i.e., billing for a complete revolution of a meter which did not occur; and
- (g) any delay in refunding payment to a customer pursuant to 16 NYCRR 230.

The rate of interest on customer overpayments shall be the greater of the unadjusted interest rate specified by the Commission on consumer deposits or the applicable late payment rate, if any, for the service classification of the customer. Interest shall be paid from the date when the customer overpayment was made, 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 of overpayment.

8. Content of Bills - Non-Residential Customers:

Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Company and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with this bill. Bills shall contain information required under 16 NYCRR 13.11.

9. Content of Bills - Residential:

Each utility bill to a residential customer shall provide, in clear and understandable form and language:

- (a) the name, address and account number of the customer, dates of the present and previous meter readings, whether estimated or actual amount consumed between present and previous readings, amount owed for the latest period, the date by which payments for the latest period may be paid without penalty, the penalty charge for