

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 09/01/03

Leaf: 85  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 4. Billing and Collections: (Cont'd.)

#### I. Meter Reading and Estimated Bills: (Cont'd.)

##### 2. Estimated Bills: (Cont'd.)

##### (b) Estimated Billing – **Non-Residential**

##### 2. No Access Procedure (Cont'd.)

(b) The no access notices and charges described in this subdivision will be directed only to the access controller. In any case where the access controller is not the customer of the subject account, a copy of these no access notices will also be sent to the customer at the same time.

(c) The series of no access notices shall be as follows:

(i) The first notice will advise the access controller that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller prior to that date, a no access charge will be added to the access controller's next bill and to every bill thereafter until access to the customer's meter is provided, but that no charge will be imposed if an appointment is arranged and kept. The notice shall advise the access controller that the Corporation will arrange a special appointment or a reading of the customer's meter if the access controller calls a specified telephone number. Where the access controller is not the customer of the subject account, the notice will begin by stating that the utility records indicate that the recipient is the party who controls access to the meter of the customer, specifically identified as to address, part supplied, and account number, and that the utility has not been provided access to the customer's meter as required.

(ii) The second notice will advise the access controller of the no access charge that has been added to the access controller's bill and that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller prior to that date, another charge will be added to the access controller's next bill. The notice will further explain that if the access controller's service can be physically terminated without obtaining access, steps to terminate service will follow, and that in the event that the access controller's service cannot be physically terminated, steps to obtain a court order to gain access to the customer's meter will follow. The notice will advise the access controller that the Corporation will arrange a special appointment for a reading of the customer's meter if the access controller calls a specified number.

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