

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

Leaf: 88  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

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

##### J. Backbilling: (Cont'd.)

##### **Residential (Cont'd.)**

5. The Corporation will not render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer after the expiration of 24 months from the time the service to which the new billing or adjustment pertains was provided unless the culpable conduct of the customer caused or contributed to the failure of the utility to render a timely or accurate billing.

##### **Non-Residential**

1. Notice:
- (a) Every backbill will contain a written explanation of the reason for the backbill that will be sufficiently detailed to 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 utility did not limit the backbill under subdivision 3 of this section.
  - (b) Every backbill will contain the applicable billing information as required by the Public Service Commission.
  - (c) Every backbill covering more than a one month period, other than a catch-up backbill, will 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 will 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.
  - (d) A backbill will be accompanied by an offer of a deferred payment agreement, in accordance with Section 4.G. of this tariff, if applicable.
2. Limitations on Backbill Rendering:
- (a) The Corporation will not render a backbill more than six months after the Corporation actually became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
  - (b) The Corporation will not upwardly revise a backbill unless the first backbill explicitly stated that the Corporation reserved the right to do so, the revised backbill is rendered within 12 months after the utility actually became aware of the circumstance, error, or condition that caused the underbilling; and
    - (1) the customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
    - (2) new information shows that the first backbill was incorrect.

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