

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

Leaf: 89  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

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

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

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

2. Limitations on Backbill Rendering: (Cont'd.)
  - (c) The Corporation will render a downwardly revised backbill as soon as reasonably possible and within two months after the utility becomes aware that the first backbill was excessive.
  - (d) The Corporation will not render a backbill for any underbilling when the reason for the underbilling is apparent from the customer's service application, or could have been revealed in a service application and the Corporation failed to obtain and retain one.
3. Limitations on Backbilling Period
  - (a) When the failure to bill at an earlier time was due to Corporation deficiency, the Corporation will not bill a customer for service rendered more than 12 months before the utility actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Corporation can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.
  - (b) The Corporation will not bill a customer for service rendered more than 24 months before the Corporation actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Corporation can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.
4. Rebilling of Estimated Demand:
  - (a) The Corporation will not upwardly revise an estimated demand unless it can demonstrate that, for the period during which the demand was estimated, it complied with the meter reading requirements and the no access procedures.
  - (b) All revised demands will be based on the best available information including the customer's present and historical energy consumption and load factor.
  - (c) No revised demand will exceed 95 percent of the subsequent actual demand, unless the Corporation has, along with the estimated demand bill, offered a special appointment to read the meter, and the customer failed to arrange and keep such appointment, in which case the estimated demand may be revised up to the level of the subsequent actual demand.

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