

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

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### GENERAL INFORMATION

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

##### I. Meter Reading and Estimated Bills:

The rules below do not apply to meters owned and/or controlled by third parties as part of the Competitive Metering Option, as further defined in PSC 115 - Electricity, General Information Section 14. The rules below apply in the case of NYSEG-provided or NYSEG-controlled meters.

##### 1. Meter Reading **Non-Residential** Customers:

- (a) The Corporation will make a reading attempt, to obtain an actual reading for every non-residential customer's account, on the regularly scheduled basis.
- (b) A reading attempt requires that a meter reader visit the premises between 8:00 a.m. and 5:00 p.m. on a business day, and follow any routine access instructions.
- (c) Where circumstances beyond the Corporation's control prevent the Corporation from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading, the Corporation will make a second similar follow-up reading as soon as possible and within seven calendar days after the scheduled reading date.
- (d) Where the Corporation did not obtain an actual reading from the meter(s) of a demand count at the time of a regularly scheduled or follow-up reading attempt, the Corporation will make another reading attempt as soon as possible and within seven calendar days after its last attempt.
- (e) Where the Corporation has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Corporation will, at the time of every subsequent reading attempt and, until successful, try to gain access to read the meter.
- (f) Where the Corporation has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Corporation will, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.
- (g) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Corporation will, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card for the non-demand meter.

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