

PSC NO: 219 GAS  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: 08/01/03

LEAF: 85  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION

### 15. BILLING AND COLLECTION: (continued)

15.9.2.3 The Company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.

15.9.2.4 The Company shall 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 Company failed to obtain and/or retain such application.

#### 15.9.3 Limitations on Backbilling Period:

15.9.3.1 When the failure to bill at an earlier time was due to utility deficiency, the Company shall not bill a customer for service rendered more than 12 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

15.9.3.2 The Company shall not bill a customer for service rendered more than 24 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

#### 15.10 Deferred Payment Agreements for Residential Customers:

##### 15.10.1 Company Obligations:

15.10.1.1 Generally the Company will offer any eligible residential customer or applicant a Deferred Payment Agreement with specific terms as required by 11.10 of 16 NYCRR which sets forth in detail the procedures summarized here. The agreement offer will be made in duplicate on the form set forth beginning on Leaf No. 254 of this tariff.

##### 15.10.2 Eligibility:

15.10.2.1 All residential customers and applicants are eligible for an agreement, unless; the customer has broken an existing payment agreement which required payment over a period at least as long as the Standard Agreement described in Rule 15.10.5.2, or, the Public Service Commission determines that the customer or applicant is ineligible because he or she has the resources to pay the bill.