

12. Meter Reading, Billing, Collection and Estimated Bills: (Cont'd.)

F. No Access Procedure - Non-residential Customers:

- (1) The Company shall begin providing no access notices commencing with:
 - (i) the fourth consecutive bill estimated pursuant to subparagraph (e)(1)(i) or (ii); or
 - (ii) the tenth consecutive bill estimated pursuant to subparagraph (e)(1)(i) or (ii) based on a remote registration device or a customer reading.
- (2) The no access notices and charges described in this subdivision shall 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 shall also be sent to the customer at the same time.
- (3) The series of no access notices shall be as follows:
 - (i) The first notice shall 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 Company will arrange a special appointment for 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 shall begin by stating that the Company 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 Company has not been provided access to the customer's meter as required.