

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003

Leaf No. 65  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

#### 4. METERING AND BILLING (Cont'd)

##### **A. METERING (Cont'd)**

###### 1) Company Owned Meters (cont'd)

###### (c) Estimated

If the actual use of service is not known because of scheduled bimonthly meter reads (Rule 4.B), inability to read meters or because of failure of meters to register accurately, the amount of the bill may be computed by estimating the use from the available data and the customer billed accordingly, which estimate shall be corrected if the subsequent meter reading indicates that the estimate was inaccurate.

###### (d) Meter Reading

###### (i) Residential

Estimated bills may be routinely sent to a residential customer for a period of four months or two billing periods, whichever is greater. If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:

- (a) Making an appointment with the customer and/or such other person, who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
- (b) Offering the customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or
- (c) Providing to the customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.

(Continued on next leaf)

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York