

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

Leaf: 51
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

III. Metering, Billing, Discontinuance of Service and Complaints: (Cont'd)

D. No Access Procedure - Residential:

1. Estimated bills may be routinely sent to the customer for a period of four months. 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 items 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.
2. If no actual reading is obtained after bills representing six months of estimated bills have been rendered, the company shall send a notice to the customer or to the person who controls access to the meter, offering a special appointment for a meter reading both during and outside of business hours.