

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

Leaf: 64
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)

J. Backbilling - Non-residential Customers: (Cont'd)

2. Limitations on Backbill Rendering:

- a. The company shall not render a backbill more than six months after the company actually became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
- b. The company shall not upwardly revise a backbill unless the first backbill explicitly stated that the company reserved the right to do so, the revised backbill is rendered within 12 months after the company actually became aware of the circumstance, error or condition that caused the underbilling, and
 - i. the customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
 - ii. new information shows that the first backbill was incorrect.