

PSC NO: 12 GAS
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION
INITIAL EFFECTIVE DATE: 04/09/04

LEAF: 27
REVISION: 1
SUPERSEDING REVISION: 0

14. METER READING, ESTIMATED BILLS AND BACKBILLING (Cont'd)

B. Estimated Bills (Cont'd)

2. Estimated Billing

a. Residential

When the Company has rendered estimated bills to a residential customer for a period of four months or two billing periods, whichever is greater, 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.

Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residences Law), or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter.

If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the customer furnish such information if available.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York