

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

LEAF: 28.1
REVISION: 0
SUPERSEDING REVISION:

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

- B. Estimated Bills (Cont'd)
2. Estimated Billing (Cont'd)
- a. Residential (Cont'd)

Where the Company has submitted an estimated bill or bills to a residential customer that understate the actual amount of money owed by such customer for the period when estimated bills were rendered by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period.

If the Company gains access to a gas meter through the use of a court order but cannot restore full service because the terms of the court order do not permit the Company to access all areas of the premises to relight pilot lights, the Company will lock the meter. The Company will leave written notification informing the customer how service can be restored, the Company will attempt to contact the customer, on no less than a weekly basis, until such service is restored. During the period November 1 to April 15, inclusive, court orders obtained under this section shall not be enforced against any residential gas-heating customer if such enforcement would result in the termination of service or in an unsafe condition.

A duly authorized agent of the Company may enter any residential dwelling supplied with service by the Company at all reasonable times for the purpose of reading the meter to ascertain the quantity of natural gas supplied, provided such agent exhibits a photo-identification badge and written authority.

For seasonal and/or short-term customers, an actual meter reading shall be taken upon termination of service.

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