

PSC NO: 15 ELECTRICITY
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION
INITIAL EFFECTIVE DATE: 04/09/04

LEAF: 63
REVISION: 2
SUPERSEDING REVISION: 1

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

C. Backbilling (Cont'd)

1. Residential (Cont'd)

- (b) The Company will not adjust upward a bill previously rendered to a residential customer after twelve months from the time the service to which the adjustment pertains was provided unless:
 - (1) failure to bill correctly was caused by the customer's culpable conduct;
 - (2) failure to bill correctly was not due to the neglect of the Company;
 - (3) such an adjustment is necessary to adjust a budget or levelized payment plan; or
 - (4) there was a dispute between the Company and the customer concerning charges for service during the twelve-month period.
- (c) If the Company issues a billing adjustment increase of \$100 or more pertaining to paragraphs (2), (3) or (4) of subsection (b) above, the Company will notify the customer in writing that the adjusted bill can be paid in regular monthly installments tailored to the customer's financial circumstances over a reasonable period. An adjustment to increase previously rendered bills more than twelve months after the time service was provided, pursuant to paragraphs (b) (2), (3), or (4) above, will be made within four months of the final resolution of the billing dispute.
- (d) If the Company adjusts any charge for service rendered twelve months or more prior to the date of issuance, the bill for such service will include a notice giving the reason for the billing adjustment.
- (e) The Company may not render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer after the expiration of twenty-four (24) months from the time service to which a new billing or adjustment pertains was provided unless the culpable conduct of the customer caused or contributed to the failure of the Company to render a timely or accurate billing.

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