

PSC NO: 219 GAS
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: 02/01/04

LEAF: 63
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

13. METER READING: (continued)

13.2.3.1 Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence 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(s).

13.2.3.2 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 to him.

13.2.4 If the Company receives no response after bills representing eight months of estimated bills, the Company will send a notice advising the customer and/or such other person who controls access to the meter that if no appointment is made a charge of twenty-five dollars (\$25) will be added to the next bill rendered to the person who controls and refuses to provide access to meter.

13.2.5 If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company will add a charge of twenty-five dollars (\$25) to the next bill of the recipient of the notice (Rule 13.2.4). If the Company intends to obtain a court order to gain access to the meter(s), it shall inform the recipient of the notice by certified or registered letter. The letter shall inform the recipient that the purpose of obtaining such a court order is to replace a meter, or, if physically feasible, to relocate the meter or install a remote reading device(s). The letter shall state that the court costs and the costs of the meter relocation or the costs of the installation of remote metering devices will be paid by the person who controls access to the meter.

13.2.6 Rules 13.2.1 through 13.2.5 shall not apply to seasonal customers or short term customers taking service for 30 days or less. For such seasonal and/or short-term customers, an actual meter reading shall be taken upon termination of service.

13.2.7 Where the Company has submitted an estimated bill or bills to a residential customer and such estimate understates the actual amount of money owed by such customer for the period when estimated bills were received 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 that shall not be less than three months.

13.2.8 The Company shall explain billing corrections to the customers and furnish the customer with the reasons for any billing cancellation and subsequent rebillings caused by estimated readings.

Issued By: William F. Edwards, President, Syracuse, New York