

P.S.C. No. 1 GAS
CHAUTAUQUA UTILITIES, INC.
INITIAL EFFECTIVE DATE: 11/01/2005

LEAF: 41
REVISION: 0
SUPERSEDING REVISION:

G. Contents of Bills:

- i. Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Company and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with this bill. Bills shall contain information required under 16 NYCRR 13.11.

H. Annual notice of rights.

- i. The Company shall, at the time of application for service, and at least annually after service is initiated, provide applicants and customers with a brochure containing a detailed summary of their rights and obligations under this Part 13 of the Commission's Regulations (16 NYCRR Part 13), a notice describing the commonly used nonresidential service classification and their rates, an offer of written guidelines regarding eligibility requirements for the utility's service classifications, notice that the utility's tariff is available for review in every utility business office, and notice that some nonresidential customers may be eligible for protections under Part 11 of the Commission's Regulations (16 NYCRR Part 11).
 - a. The notice required at the time of application for service shall be provided with the service application to an applicant from whom a written application is required, and by mail within 30 calendar days of the request for service to an applicant from whom a written application is not required.

XVII. BACKBILLING

A. Residential

- i. The Utility shall not charge a customer for service rendered more than six months prior to the mailing of the first bill for service to the residential customer unless the failure of the Utility to bill at an earlier time was not due to the neglect of the Utility or was due to the culpable conduct of the customer. If the customer remains liable for any such service and the delay in billing was not due to the culpable conduct of the customer, the Utility shall explain the reason for the late billing and shall notify the customer in writing that payments may be made under an installment payment plan. Any such installment plan may provide for a downpayment of no more than one half of the amount due from the customer, or three months' average billing for that customer, whichever