

..DID: 1152
..TXT: PSC NO: 4 GAS LEAF: 29
COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 0
INITIAL EFFECTIVE DATE: 10/15/97 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 07/22/97 STATUS: Effective EFFECTIVE: 10/15/97

GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.4 METER READING (Cont'd.)

- (D) If the Company receives no response after bills representing eight months or four billing periods of estimated bills, whichever is greater, have been rendered to a residential customer, a second letter shall be sent offering a special appointment at reasonable hours and advising the customer and the recipient that if no appointment is made a special charge of \$25.00 will be added to the next bill and each subsequent bill rendered to the person who controls access to the meter.
- (E) If no response is received to the second appointment letter within two months of its mailing, the Company shall inform the recipient by certified or registered letter that, in accordance with the Commission's directive, it shall apply for a court order to gain access to the meter. The letter shall inform the party that the purpose of obtaining such a court order shall be to permit the Company to gain access to the meter, at least annually, in order to inspect, read, replace or, when appropriate, install a remote reading device or relocate the meter to preclude future estimated billing. The court costs, and the cost of the remote reading device or relocating the meter shall be paid for by the person who controls access to the meter.
- (F) The Company shall be permitted to invoke the provisions prescribed in the preceding paragraph whenever a residential customer with a remote reading device, or where the customer reads his own meter, refuses access to the indoor meter for a period of one year.
- (G) Where the Company has submitted an estimated bill or bills to a residential customer that understate the amount owed by such customer, for the period when such estimated bills were rendered, by more than 50% or \$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.
- (H) The consecutive estimate limitations shall not apply to seasonal customers. For seasonal and/or short-term customers, an actual meter reading shall be taken upon termination of service.

Issued By: Larry S. Brodsky, President, Pearl River, New York
(Name of Officer, Title, Address)