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COMPANY: NEW YORK MUNICIPAL POWER AGENCY

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STAMPS:

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GENERAL INFORMATION (CONT'D)

f. If the person who controls access fails to arrange an appointment in response to a second request and the Utility is unable to obtain an actual meter reading, the Utility may add a charge not to exceed twenty-five (\$25) dollars to the next bill of the recipient of the notice. If the Utility intends to obtain a court order to gain access to the meter, it shall inform the recipient of the notice by certified letter.

g. 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. The letter shall state that the court costs will be paid by the person who controls access to the meter.

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

i. Where the Utility 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 (\$100) dollars, whichever is greater, the Utility shall notify the customer in writing that they have 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.

5. Estimated Bills - Non-residential Customers:

a. These provisions are intended to reflect the requirements of 16 NYCRR § 13.8.

b. Should any meter or measuring device used under an agreement for service for any reason fail to register, for any period of time, the full usage of service by a customer, or if the actual usage of service cannot

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