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GENERAL INFORMATION (CONT'D)

5. If the Utility adjusts any charge for service rendered 12 or more months prior to the date of issuance, it shall include with the bill a notice giving the reason for the adjustment.
 6. The Utility will not render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer after the expiration of 24 months from the time the service to which the new billing or adjustment pertains was provided unless the culpable conduct of the customer caused or contributed to the failure of the Utility to render a timely or accurate billing.
- F. Backbilling - Non-Residential Customers:
1. The following provisions are intended to reflect the requirements of 16 NYCRR § 13.9.
 2. Every backbill shall contain a written explanation of the reason for the backbill that shall be sufficiently detailed to apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a 24 month period, a statement setting forth the reason(s) the Utility did not limit the backbill under Rule (IX)(G) of this subsection.
 3. Every backbill shall contain or be accompanied by all required information applicable under 16 NYCRR §13.11 - Contents of Bill.
 4. Every backbill covering more than a one month period, other than a catch-up backbill, shall contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up backbills shall clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.

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