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COMPANY: NEW YORK MUNICIPAL POWER AGENCY

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STAMPS:

Cancelled by 1 Rev. Leaf No. 38 Effective 12/01/1998

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GENERAL INFORMATION (CONT'D)

d. Where circumstances beyond the Utility's control prevent the Utility from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading, the Utility shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date.

e. Where the Utility has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Utility shall at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.

f. Where the Utility has billed a customer's account based on readings provided by the customer for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Utility shall, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.

g. Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Utility shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer, a meter reading card.

3. Estimated Bills - Residential Customers:

a. The provisions in this subsection are intended to reflect the provisions of 16 NYCRR § 11.3.

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