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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 1 effective 01/01/00
RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

GENERAL INFORMATION

20. METER READING, BILLING, COLLECTION, AND ESTIMATED BILLS: (CONT'D)

B. Meter Reading - Non-Residential Customers: (Cont'd)

- (4) Where the Company has billed a customer's account based on the readings of a remote registration device for six (6) consecutive months, the Company shall, at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.
- (5) Where the Company has billed a customer's account based on customer readings for six (6) consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company shall, within seven (7) calendar days after the last attempt, either make another reading attempt or an appointment with the Customer to read the meter.
- (6) Unless a customer does not have access to the meter or the Customer will be unable to obtain a reliable meter reading, the Company shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the Customer a meter reading card.

C. Estimated Bills:

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 be obtained because of inability of Company to read a meter or measuring device the usage of service by such customer may be estimated by the Company on the basis of available data and the Customer billed accordingly.

D. Estimated Bills - Residential Customers:

- (1) Estimated bills may be routinely sent to the Customer for a period of four (4) months or two (2) billing periods, whichever is greater.
- (2) If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)