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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)

A. Meter Reading and Billing: (Cont'd)

At the Customer's option, the Customer may elect to receive a monthly bill rendered using the Balanced Billing plan described in General Information Section 20.I. of this Schedule. Customers who are not eligible for the Balanced Billing program shall be billed in accordance with the Interim Estimated Billing Plan described in the above paragraph.

- (4) Upon request, the Company will supply any customer with a card form upon which the Customer may record his or her meter reading prior to the date his or her meter reading is to be estimated. The date that the reading must be taken and the card mailed to the local office will be shown on the reading card. If the card is received by the Company on or before the scheduled estimated date, the bill will be computed using the reading shown on the card instead of the estimate.
- (5) Shared Meters: In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The Company will establish an account in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34. A customer may request a copy of the entire rules governing shared meters from the Company's office.

B. Meter Reading - Non-Residential Customers:

- (1) The Company shall make a reading attempt, to obtain an actual reading for every customer's account, on the regularly scheduled basis stated in Section 20.A.
- (2) A reading attempt requires that a meter reader visit the premises between 8:00 AM and 5:00 PM on a business day, and follow any routine access instructions.
- (3) Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and where the two (2) previous consecutive cycle bills were not based on an actual reading the Company shall make a second similar follow-up reading attempt as soon as possible and within seven (7) calendar days after the scheduled reading date;

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