

..DID: 1248  
..TXT: PSC NO: 89 GAS LEAF: 45  
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)

##### D. Estimated Bills - Residential Customers: (Cont'd)

- (a) making an appointment with the Customer and/or such person who controls access to the meter, for the reading at a time to include times other than during normal business hours; or
  - (b) offering the Customer and/or such other person, who controls access to the meter, the opportunity to phone in meter readings; or
  - (c) providing to the Customer and/or such other person, who controls access to the meter, cards on which he or she may record the reading and mail it to the Company.
- (3) If no actual reading is obtained after bills representing six (6) months or three (3) billing periods of estimated bills, whichever is greater, have been rendered, the Company shall send a notice to the Customer or to the person who controls access to the meter, offering a special appointment for a meter reading both during and outside of business hours.
  - (4) Where the Customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence Law), or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the Customer and such other person who controls access to the meter.
  - (5) If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the Customer furnish such information if available.

##### E. No Access Procedure - Residential Customers:

- (1) If the Company receives no response after bills representing eight (8) months or four (4) billing periods of estimated bills, whichever is greater, the Company may send a notice advising the Customer and/or such other person who controls access to the meter that if no appointment is made a charge of twenty-five dollars (\$25.00) will be added to the next bill rendered to the person who controls and refuses to provide access to the meter.

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