

..DID: 879  
..TXT: PSC NO: 218 GAS LEAF: 65  
COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 09/12/97 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 07/03/97 STATUS: Effective EFFECTIVE: 09/12/97  
GENERAL INFORMATION

13. METER READING: (continued)

13.2.6 Rules 13.2.1 through 13.2.5 shall not apply to seasonal customers or short term customers taking service for 30 days or less. For such seasonal and/or short term customers, an actual meter reading shall be taken upon termination of service.

13.2.7 Where the company has submitted an estimated bill or bills to a residential customer and such estimate understates the actual amount of money owed by such customer for the period when estimated bills were received by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three months.

13.2.8 The Company shall explain billing corrections to the customers and furnish the customer with the reasons for any billing cancellation and subsequent rebillings caused by estimated readings.

13.3 Where the Company gains access to a gas meter through the use of a court order but cannot restore full service because the terms of the court order do not permit the Company access to all areas of the premises to relight pilot lights, the Company shall lock the meter.

13.3.1 The Company may render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer for a period up to and including twenty-four (24) months from the time the service to which the new billing or adjustment pertains.

13.3.2 The Company shall leave written notification informing the customer how service can be promptly restored. If the customer fails to contact the Company, the Company shall attempt to contact the customer, on no less than a weekly basis, until such service is restored. During the period November 1 to April 15 inclusive, no court order obtained under this section shall be enforced against any residential gas-heating customer.

Issued By: Albert J. Budney, Jr., President, Syracuse, New York