GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.15 BACKBILLING

(1) Residential

    (A)   The Company shall provide a written explanation to a residential customer of any charges not previously billed for service that was delivered to that customer during a period before the current billing cycle.

    (B)   The Company shall not render a backbill to a residential customer more than six months after the original billing unless the failure to bill at said earlier time was not due to the neglect of the Company or was due to the residential customer's culpable conduct.

    (C)   The Company shall not render a backbill to a residential customer after 12 months from the time the original bill was rendered unless:

        (1)   failure to bill correctly was caused by the residential customer's culpable conduct;

        (2)   failure to bill correctly was not due to the neglect of the Company;

        (3)   such adjustment is necessary to adjust a budget payment plan or levelized payment plan, as described in 16 NYCRR §11.10; or

        (4)   there is dispute between the Company and the residential customer concerning the charges for service during the 12 month period.

    (D)   For any backbill of $100 or more, the residential customer shall have the right to pay said backbill in regular monthly installments over a reasonable period that shall not be less than three months.

    (E)   The Company shall not render a backbill to a residential customer after the expiration of 24 months from the time of the original bill, unless the residential customer's culpable conduct caused or contributed to the Company's failure to render a timely or accurate bill.

Issued By: **R. Lee Haney, Chief Financial Officer, Pearl River, New York**
(Name of Officer, Title, Address)