

..DID: 6804
..TXT: PSC NO: 4 GAS LEAF: 46
COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: 01/29/99 SUPERSEDING REVISION: 0
STAMPS:
CANCELLED by Supplement 5 effective 08/01/99
Suspended by order in Case 98-G-2000. See suppl. No. 4,
RECEIVED: 12/30/98 STATUS: Cancelled EFFECTIVE: 11/29/99

GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.15 BACKBILLING (Cont'd.)

(2) Non-Residential

- (A) The Company shall provide a written explanation to non-residential customers 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 more than six months after it became aware of the circumstance, error or condition that caused the underbilling, unless a court extends the time to render a backbill.
- (C) The Company shall not upwardly revise a backbill unless the first backbill explicitly reserves the right to do so, or the revised backbill is rendered within 12 months after the Company became aware of the circumstance, error or condition that caused the underbilling, and:
 - (i) the non-residential customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
 - (ii) new information shows that the original backbill was incorrect.
- (D) The company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Company became aware that the backbill was excessive.
- (E) The Company shall not render a backbill for any underbilling when the reason for the underbilling is apparent from the non-residential customer's service application, or could have been revealed in a service application and the Company failed to obtain and retain one.
- (F) When the failure to bill at an earlier time was due to the Company's deficiency, the Company shall not bill a non-residential customer for service rendered more than 12 months before the Company actually became aware of the circumstance causing the underbilling, unless the Company can demonstrate that the non-residential customer knew or reasonably should have known that the original billing was incorrect.
- (G) The Company shall not bill a non-residential customer for service rendered more than 24 months before the Company actually became aware of the circumstance, error or condition that caused the underbilling, unless the Company can demonstrate that the non-residential customer knew or reasonably should have known that the original billing was incorrect.

Received: 12/30/1998

Status: CANCELLED
Effective Date: 11/29/1999

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