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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 08/02/99 SUPERSEDING REVISION:
STAMPS:
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14. METER READING, ESTIMATED BILLS AND BACKBILLING (Cont'd)

C. BACKBILLING

1. Residential

If no actual reading is obtained after bills representing six months or three 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.

Where the Company has submitted an estimated bill or bills to a residential customer that understates the actual amount of money owed by such customer for the period when estimated bills were rendered 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.

2. Nonresidential Accounts

a. Notice

- (1) Every backbill shall contain a written explanation of the reason for the backbill that shall be sufficiently detailed to apprise the customer of the circumstances, error or condition that caused the underbilling, and, if the backbill covers more than a 24 month period a statement setting forth the reasons the Company did not limit the backbill under subsection b. of this section.
- (2) Every backbill will contain the applicable billing information as required by the Public Service Commission.
- (3) Every backbill covering more than a one month period, other than a catch-up backbill, will contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up backbills shall clearly indicate how the backbill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York