

PSC No: 16 - Gas

Leaf No. 65

Rochester Gas and Electric Corporation

Revision: 9

Initial Effective Date: November 1, 2023

Superseding Revision: 8

Issued in compliance with Order in Case No. 22-G-0320, dated October 12, 2023.

GENERAL INFORMATION**4. METERING AND BILLING (Cont'd)****D. RENDITION AND PAYMENT OF BILLS (Cont'd)****(2) When Bills Are Due**

Bills of the Company are due: (1) upon receipt, (2) if mailed, three days after mailing, or (3) if electronically provided, the date posted. Bills are payable at any office of the Company, to any authorized collector, via U.S. Mail, Electronic Funds Transfer, or the Internet.

- (a) **Late Payment Charge:** A monthly late payment charge shall be assessed at a rate of 1½% per month on a customer's unpaid balance, including service billing arrears and unpaid late payment charges pursuant to 16 NYCRR Sections 11.15(a) and 13.10(a) which provide that utilities may impose late payment charges. Remittance mailed on the "last day to pay" date shall be accepted without the late payment charge, the postmark to be conclusive evidence of the date of mailing. The failure on the part of the customer to receive the bill shall not entitle him to pay without the late payment charge after the "last day to pay" date. The "last" day to pay" date shall be 23 days after the date on which the bill is rendered.
- (b) Service to State Agencies shall be rendered in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984, effective July 1, 1984).
- (c) Application of late payment charges may be waived by the Company.

(3) Dishonored Payment

Should the Company receive a negotiable instrument from an applicant or customer in payment of any bill, charge or deposit due, and such instrument be subsequently dishonored or be uncollectible for any reason, the Company shall charge a fee of \$20.00 to the applicant or customer, as permitted by General Obligations Law Section 5-328.

(4) Quarterly Payment Plan

As required by Public Service Law, Section 38 which became effective November 29, 1985, the Company shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for service rendered, provided that such customer's average annual billing is not more than \$150.

(5) Rendition and Payment

Bills shall be deemed rendered, and other notices duly given when delivered to the Customer personally or when mailed to the Customer at the premises supplied, or at the last known address of the Customer, or when left at either of such places, or when posted electronically. Failure to receive such bill, either by mail, personally, or electronically shall not entitle the Customer to any delay in the settlement of each month's account nor to any extension of the date after which a late payment charge becomes applicable.

- i. A bill for electric service shall be rendered on a monthly basis, however, if causes beyond the Company's control causes an irregularity in rendering a bill, no bill need be rendered before the sooner of: (i) the passage of 75 calendar days from the date of the previous bill, or (ii) the date that the cause of such delay has been remediated. Additionally, if a customer that participates in the Quarterly Payment Plan as provided in Rule 4.D.4 herein, the regular interval may exceed 75 days;
- ii. If the Company has a billing irregularity it shall communicate the delay to customers (e.g., such communication can be made via phone call or email).
- iii. As provided in General Rule 4.D.2.a above, the Late Payment Charge shall be assessed 23 days after the date on which the bill is rendered.

ISSUED BY: Jeremy J. Euto, Vice President – Regulatory, Rochester, New York

Cancelled by 10 Rev. Leaf No. 65 Effective 01/01/2024