

PSC NO: 219 GAS
NIAGARA MOHAWK POWER CORPORATION
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GENERAL INFORMATION

13. METER READING: (continued)

- 13.1.2 The consumption for the first month of the bimonthly period shall be based on the customer's previous usage, adjusted for weather conditions. The consumption for the second month of the bimonthly period shall be determined by subtracting the first month's estimated consumption from the total actual consumption of the bimonthly period as shown by the meter. The bill for each month shall be the result of applying to the consumption, determined as aforesaid, the applicable rates and charges contained in this Schedule.
- 13.1.3 In place of interim month estimated bills, the meter may be read by the customer and reported to the Company on or before the scheduled estimation date. If the reading is received by the Company on or before the scheduled estimation date, the bill will be computed using the customer reading instead of the estimate.
- 13.1.4 Customers may request that their meter be read on a date other than the Customer's regularly scheduled meter reading date. In cases where the customer has requested discontinuation of utility service, and has requested an actual meter read, the Company shall provide such a reading within 48 hours, provided that if circumstances beyond the control of the Company make an actual reading of the meter extremely difficult, the Company shall not be required to provide an actual meter reading. The fee for this service shall be \$20, exclusive of taxes. For customers with both gas and electric service from the Company at the same premise, the customer will only be assessed one \$20 fee. If the Customer has a meter that the Company can read without sending personnel to the Customer's premises (e.g., via advanced metering infrastructure), the Company shall not impose a meter reading fee for such customer.

13.2 Estimated Bills – Residential:

Should any meter or measuring device used under an agreement for service for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of inability of Company to read a meter or measuring device on the scheduled read date, the usage of service by such customer may be estimated by Company on the basis of available data and the customer billed accordingly.

- 13.2.1 Estimated bills may be routinely sent to the customer for a period of four months.
- 13.2.2 If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:
- 13.2.2.1 Making an appointment with the Access Controller for the reading at a time to include times other than during normal business hours; or
- 13.2.2.2 Offering the Access Controller the opportunity to phone in meter readings; or
- 13.2.2.3 Providing cards to the Access Controller on which he or she may record the reading and mail it to the Company.

Issued By: John Bruckner, President, Syracuse, New York