

PSC NO: 1 GAS LEAF: 36  
COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION: 3  
INITIAL EFFECTIVE DATE: 05/01/19 SUPERSEDING REVISION: 2  
STAMPS:

### GENERAL INFORMATION

#### II. Rules and Regulations (continued):

3--Billing and Payments of Bills (continued):

B. Meter Reading and Rendering of Bills:

.1 Intervals: Meters will be read and bills rendered at intervals of one month or two months (bimonthly). Under unusual conditions or where meters are scheduled to be read at two month (bimonthly) intervals, the Company may render regular or interim estimated bills based upon the best information available. When an estimated bill is rendered, it shall contain an appropriate notation. On request the Company will furnish post cards for residential customers to report their meter reading for the intervening months.

.2 Prorating of Bills: Whenever a delivery rate change or new Monthly Cost of Gas becomes effective during a billing period, unless otherwise specified, the Company will allocate the customer's natural gas usage based on the number of heating degree days in each month covered in the bill, and then calculate the bill by applying that allocation to the rates in effect for each specific month.

.3 Delivery Mode and Address: By mail or by hand, at the address where the service is rendered, or at the address designated by the consumer, or the last known address of the consumer.

.4 Payment Plan for Seniors: Effective November 29, 1985, as required by Public Service Law, section 38, 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 Non-Residential Customers: Notwithstanding the provisions for meter reading contained in Rule 3B.1, the following provisions shall apply:

.5.1 If circumstances beyond the Company's control prevented a regularly scheduled reading attempt and the previous two bills were estimated, a follow-up meter reading attempt will be made within 7 calendar days.

.5.2 Where the Company has billed the account based on customer readings for seven consecutive months the Company will either schedule an appointment with the customer to obtain an actual reading or will attempt a follow-up meter reading within 7 calendar days of the last attempt.

.5.3 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.

Issued by: David B. Doxsee, Vice President, Hicksville, NY