

PSC NO: 219 GAS  
NIAGARA MOHAWK POWER CORPORATION  
INITIAL EFFECTIVE DATE: 10/01/17  
STAMPS:

LEAF: 63  
REVISION: 4  
SUPERSEDING REVISION: 3

## GENERAL INFORMATION

### 13. METER READING: (continued)

- 13.2.3.1 Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence Law), or in a two family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the Access Controller or landlord.
- 13.2.3.2 If the Company's records do not contain the address of the Access Controller, the Company shall request that the customer furnish such information if available to him or her.
- 13.2.4 If the Company receives no response after bills representing eight months of estimated bills, the Company will send a notice advising the customer or Access Controller that if no appointment is made a charge of twenty-five dollars (\$25) will be added to the Access Controller's next bill and every bill thereafter until access is granted.
- 13.2.5 If the Access Controller fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company may add a charge of twenty-five dollars (\$25) to the next bill of the Access Controller (Rule 13.2.4). If the Company intends to obtain a court order to gain access to the meter(s), it shall inform the customer and Access Controller by certified or registered letter. The letter shall inform the Access Controller that the purpose of obtaining such a court order is to replace a meter, or, if physically feasible, to relocate the meter or install a remote reading device(s). The letter shall state that the court costs and the costs of the meter relocation or the costs of the installation of remote metering devices will be paid by the Access Controller.
- 13.2.6 Rules 13.2.1 through 13.2.5 shall not apply to seasonal customers or short term customers taking service for 30 days or less. For such seasonal or short-term customers, an actual meter reading shall be taken upon termination of service.
- 13.2.7 Where the Company has submitted an estimated bill or bills to a residential customer and such estimate understates the actual amount of money owed by such customer for the period when estimated bills were received 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.
- 13.2.8 The Company shall explain billing corrections to the customer and furnish the customer with the reasons for any billing cancellation and subsequent rebillings caused by estimated readings.

Issued By: Kenneth D. Daly, President, Syracuse, New York