

PSC NO: 220 ELECTRICITY
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: APRIL 1, 2018
STAMPS: Issued in Compliance with Order in Case 17-E-0238 Issued March 15, 2018.

LEAF: 123
REVISION: 4
SUPERSEDING REVISION: 2

GENERAL INFORMATION

26. BILLING, METER READING, AND COLLECTIONS: (Continued)

26.2.5. If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company will add a charge of twenty-five dollars (\$25) to the next bill of the recipient of the notice (Rule 26.2.4). If the Company intends to obtain a court order to gain access to the meter, it shall inform the recipient of the notice by certified or registered letter. The letter shall inform the recipient 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. 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 person who controls access to the meter.

26.2.6 Rules 26.2.1 through 26.2.5 shall not apply to seasonal customers or short term customers taking service for 30 days or less. For such seasonal and/or short term customers, an actual meter reading shall be taken upon termination of service.

26.2.7 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 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.

26.2.8 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.

26.3 Bills will be rendered monthly and may be delivered by depositing the same in a U.S. Post Office or in a box or chute provided for that purpose by the U.S. Post Office Department addressed to customer at the premises where service is taken, or at another address designated by customer, by leaving same at the building where service is taken, or when posted electronically.

26.3.1 The date bills are rendered is the date bills are personally served, three calendar days after the mailing of the bill, or the date posted, if provided electronically.

26.3.2 Customers receiving bills produced and issued by the Company's billing system may elect to receive and pay their bill electronically under the Company's Online Bill-Pay Program. Under the Online Bill-Pay Program, a bill shall be deemed rendered in accordance with Rule 26.3.1.

26.3.2.1 PSC No. 220 and PSC No. 214 Customers electing to receive their bills electronically in accordance with Rule 26.3.2 will receive a paperless billing credit of \$.41 per service period.