

PSC NO: 15 ELECTRICITY  
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION  
INITIAL EFFECTIVE DATE: 01/15/14  
Issued in Compliance with Order in C.13-M-0061 dated November 18, 2013

LEAF: 67.1  
REVISION: 0  
SUPERSEDING REVISION:

## **16. PAYMENT OF BILLS AND CHARGES FOR LATE PAYMENT (Cont'd)**

### **B. Consumer Policies Related to Prolonged Outages (Cont'd)**

1. Credits to be applied to customer accounts taking service under Service Classification Nos. 1, 2, 3, 6, 13, and 14 of this schedule: (Cont'd)

The credit will be equal to the monthly Customer Charge for the customer's Service Classification multiplied by the ratio of the number of days of the service outage (based on the average duration of the service outage in the geographic area(s), as appropriate) to 30 days.

The credit so determined will be applied to the customer's account no later than 75 days after service is restored.

2. Collection-related Activities

All collection-related activities including terminations of service for non-payment and assessment of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, will be suspended for customers whom the Company knows or reasonably believes experienced a Prolonged Outage. The suspension will last for a minimum of seven calendar days from the beginning of a Prolonged Outage.

If there is a Prolonged Outage in which additional protections are required, as determined by an Order of the Public Service Commission, the suspension will apply for a minimum of 14 days for residential customers located in the designated area. The 14-day suspension will also apply to any residential or non-residential customer who notifies the Company and provides evidence that his/her financial circumstances have changed as a result of the outage.