

PSC No. 1 - Gas  
Hamilton Municipal Utilities Commission  
Initial Effective Date: September 1, 2014  
Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.

LEAF 49  
Revision: 0  
Superseding Revision:

XVII. BACKBILLING: (Cont'd.)

Commission's policy regarding return of the excess payment. This policy may not permit the Utilities Commission to credit to the customer's account more than the budget payment or estimated amount of the next cycle bill, and must provide for the issuance of a refund check for any balance within 30 calendar days of the rendering of the final budget settlement bill.

- d. Requires that when the budget payment amount is revised, the customer be provided with a general description of such revision calculation, and a Utilities Commission telephone number to call for a more detailed explanation of the revision, and
- e. Limits enrollment to the plan to a time of year when the customer will not be subject to undue disadvantage.

XVIII. DISCONTINUANCE OF SERVICE – RESIDENTIAL CUSTOMERS:

- A. Notice of Discontinuance – Time:
  - i. The Utilities Commission shall not terminate or disconnect service until at least 15 days after a final notice of termination or disconnection (See Form I):
    - a. has been served personally upon the residential customer; or
    - b. has been mailed to the residential customer at the premises where service is rendered.
  - ii. If an alternative address for mailing purposes has been previously provided in writing to a utility, no utility shall terminate or disconnect service under this Part until at least 15 calendar days after a final notice of termination or disconnection:
    - a. has been mailed to the premises where service is rendered and to the residential customer at the alternative address; or
    - b. has been mailed to the residential customer at the alternative address, and according to procedures filed by the utility with the Office of Consumer Services, either

Issued by: Sean Graham, Village Administrator, 3 Broad Street, Hamilton, NY 13346