

PSC NO: 15 ELECTRICITY LEAF: 67  
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 2  
INITIAL EFFECTIVE DATE: 01/15/14 SUPERSEDING REVISION: 0  
Issued in Compliance with Order in C.13-M-0061 dated November 18, 2013

## **16. PAYMENT OF BILLS AND CHARGES FOR LATE PAYMENT**

### **A. General**

Bills are due when personally served or three days after mailing. If payment is not made before the date specified on the bill, which date shall be not less than 20 days from the due date, a late payment charge may be applied pursuant to 16 NYCRR Sections 11.15(a) and 13.10(a) which provide that utilities may impose late payment charges. Late payment charges will not be imposed on service to State agencies as provided for below.

For residential customers, a late payment charge shall not be applied on the arrears portion of balances restructured under a current Deferred Payment Agreement executed in accordance with General Information Section 20.A.

The late payment charge at the rate of one and one-half percent (1 1/2%) per monthly billing period may be applied to all amounts previously billed, including arrears and unpaid late payment charges applied to previous bills, which have not been received by the Company on or before the date shown on the bill. Nonresidential customers may be assessed late payment charges on an amount billed for service that was previously unbilled because the service was being provided through tampered equipment, provided the Company can demonstrate that the condition began after the customer initiated service or that the customer actually knew or reasonably should have known that the original billing was incorrect.

Service to State agencies will be rendered in accordance with the Provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984, effective July 1, 1984).

Notwithstanding the foregoing, the Company reserves the right to discontinue service in accordance with General Information, Section 18.

### **B. Consumer Policies Related to Prolonged Outages**

The following provisions were established by the Public Service Commission's Order issued November 18, 2013 in Case 13-M-0061 regarding Prolonged Outages. A "Prolonged Outage" is defined hereunder as an outage resulting from an emergency in which electricity customers are out of service for a continuous period exceeding three days and in which the 16 NYCRR Part 105 regulations governing utility outage preparation and system restoration performance reviews apply.

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

When there is a Prolonged Outage, the Company will automatically apply a credit to the account of any customer that the Company knows or reasonably believes was out of service for a period exceeding three days and, upon request, to the account of any customer that contacts the Company and credibly claims to have experienced an outage of such duration.