

PSC No. 1 - Gas
Hamilton Municipal Utilities Commission
Initial Effective Date: ~~May 15~~June 20, 2017

Revision: 1
Superseding Revision: 0

~~Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.~~

- A. Obligation to Offer..... 34
- B. Eligibility 34
- XV. ESTIMATED BILLS AND NO ACCESS PROCEDURES 35
 - A. Residential..... 35
 - i. Estimated Bills 35
 - ii. No Access Procedures 36
 - B. Non-Residential..... 37
 - i. Estimated Bills 37
 - ii. No Access Procedures 39
- XVI. METER READING, BILLING, COLLECTION 41
 - A. Meter Reading and Billing..... 41
 - i. General 41
 - ii. Non-Residential Customers Meter Reading..... 42
 - B. Payment and Late Payment 42
 - i. General 42
 - ii. Non-Residential Customers 43
 - C. Dishonored Payment 43
 - D. Increase in Rates Applicable in Municipality
Where Service is Supplied 44
 - E. Interest on Customer Overpayments 44
 - F. Quarterly Payment Plan 45
 - G. Contents of Bills..... 45
 - H. Annual notice of rights..... 45
- XVII. BACKBILLING 46
 - A. Residential..... 46
 - B. Non-Residential Customers 47
 - i. Notice 47
 - ii. Limitations on Backbill Rendering 47
 - iii. Limitations on Backbilling Period 48
- XVIII. DISCONTINUANCE OF SERVICE – RESIDENTIAL CUSTOMERS 49
 - A. Notice of Discontinuance – Time 49
 - B. Notice of Discontinuance – Format (See Form [F4](#))..... 50
 - i. Every notice indicating discontinuance of service will..... 50
 - ii. Have printed on the fact thereof..... 51
 - C. Verification of Delinquent Account Prior to Discontinuance 52

PSC No. 1 - Gas
Hamilton Municipal Utilities Commission
Initial Effective Date: ~~May 15~~ June 20, 2017

LEAF 49
Revision: 1
Superseding Revision: 0

~~Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.~~

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 [F4](#)):
 - 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

PSC No. 1 - Gas
Hamilton Municipal Utilities Commission
Initial Effective Date: ~~May 15~~ June 20, 2017

LEAF 50
Revision: 1
Superseding Revision: 0

~~Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.~~

XVIII. DISCONTINUANCE OF SERVICE – RESIDENTIAL CUSTOMERS: (Cont'd.)

1. has been served personally upon an adult resident of the premises where service is rendered;
 2. has been explained by telephone to an adult resident of the premises where service is rendered; or
 3. has been posted in a conspicuous place at the premises where service is rendered.
- iii. A utility may not issue or send a final notice of termination or disconnection unless at least 20 days have elapsed from the date payment was due. A utility may specify the date payment is due, provided that such date does not occur before personal service of the bill or three days after the mailing of the bill.
- B. Notice of Discontinuance – Format (See Form [F1](#)):
- i. Every notice indicating discontinuance of service will:
 - a. Clearly indicate in non technical language:
 1. The reason for service discontinuance;
 2. The total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which may be posted by the customer, or both;
 3. A method whereby the customer may tender payment of the full sum dues and owing, including any required deposit, to avoid the discontinuance of service;
 4. That a levelized payment plan is available;
 5. The availability of Utilities Commission procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Utilities Commission the customer may contact in reference to his or her account; and