

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

CASE 98-M-0014 - In the Matter of the Rules and Regulations of the Public Service Commission, Contained in 16 NYCRR -- Proposed Amendments to Add Certain Provisions to Parts 11 and 13 of Subchapter B of Chapter I, Rules of Procedure, and to Delete Those Portions of Parts 137, 138, 140, and 142 of Subchapter D of Chapter II, Electric Utilities, Parts 271, 272, 273 and 274 of Subchapter D of Chapter III, Gas Utilities, and Part 433 of Subchapter D, of Chapter IV, Steam Utilities that Deal with Bill Content Requirements, filed in Cs 6770, 6937, 13742, 27315, 28080 and 28713.

NOTICE OF PROPOSED RULEMAKING

(Issued July 28, 1998)

NOTICE is hereby given that the Commission is considering revisions to 16 NYCRR, Sections 11.4, 11.16, 13.3, 13.11, 137.2, 138.2, 140.1, 140.2, 140.3, 142.1, 271.1, 272.2, 273.1, 273.3, 274.1, 433.1, 433.2, and 433.3 to eliminate obsolete regulations, streamline existing requirements with respect to billing, and to make other changes to allow for greater flexibility in billing format and content. Specifically, the proposed regulations would allow non-tariffed items to appear on a utility bill. The proposal also would prevent termination of utility service due to a customer's failure to pay for non-tariffed charges. The revisions are proposed to become effective immediately upon publication of the Notice of Adoption in the State Register, the earliest date permitted by law.

Comments are welcome on these proposed amendments. Any person wishing to comment should submit twenty copies to John C. Crary, Secretary, Public Service Commission, Three Empire State Plaza, Albany, New York, 12223-1350, no later than September 28, 1998.

JOHN C. CRARY
Secretary

STATE OF NEW YORK
DEPARTMENT OF PUBLIC SERVICE
Filed Session of January 21, 1998

January 12, 1998

TO: THE COMMISSION

FROM: CONSUMER SERVICES DIVISION

SUBJECT: CASE 98-M-0014 - In the Matter of the Rules and Regulations of the Public Service Commission, Contained in 16 NYCRR -- Proposed Amendments to Add Certain Provisions to Parts 11 and 13 of Subchapter B of Chapter I, Rules of Procedure, and to Delete Those Portions of Parts 137, 138, 140, and 142 of Subchapter D of Chapter II, Electric Utilities, Parts 271, 272, 273 and 274 of Subchapter D of Chapter III, Gas Utilities, and Part 433 of Subchapter D, of Chapter IV, Steam Utilities That Deal with Bill Content Requirements, filed in Cs 6770, 6937, 13742, 27315, 28080 and 28713.

RECOMMENDATION: The Commission should issue a notice of proposed rulemaking to amend the rules concerning bill content requirements as discussed herein.

SUMMARY

The utility bill content requirements found in 16 NYCRR are both extensive and detailed. They are designed to provide customers with sufficient information to understand the basis for the charges on their utility bills. Changes to these requirements, however, are warranted by the opening of the competitive retail market, and in order for utilities to comply with the recommendations found in the ESCO Billing Subgroup Report. Such changes should prevent increased costs, allow increased flexibility, and reduce regulatory costs that might ultimately be borne by ratepayers. In addition, given that similar bill content requirements are found in several sections of 16 NYCRR, our proposal to consolidate and delete the duplicative sections should reduce confusion. The specific changes we recommend are outlined below.

DISCUSSION

Contents of Bills (Sections 11.16 and 13.11)

As customers begin to take advantage of the competitive market, it is likely that some of the items required to be shown on a utility bill will no longer be billed by the utility, but rather by an alternate energy provider. Staff proposes to change these sections to make clear that only those items actually billed by the utility need to be shown on the bill. This change will eliminate the need for rule waiver requests in situations where the utility simply no longer has the information - or no longer bills - a particular item to a particular customer.

Present regulations were written at a time when utilities had multiple offices available for bill payment. With the closing of utility offices, and the availability of alternate, less traditional means of bill payment, we are proposing to modify the present requirement of listing local company offices to simply include an explanation of how a bill may be paid. However, since local company offices may no longer be available to all customers, we are proposing a change that would require that the telephone number now shown on the bill be toll-free, and to clarify that utilities are only required to respond to questions about the utility portion of the charges.

Finally, because we propose to delete the duplicative sections found in the existing sections of the Electric, Gas and Steam portions of 16 NYCRR, we have moved the requirement to include temperature, pressure and pressure factors for steam bills to the requirements of Section 13.11. These elements were previously required in the steam regulations which we are now proposing to delete.

Section 13.11 presently allows utilities to bill their non-residential customers only for tariffed items. There is no such specific restriction in Section 11.16 which applies to residential customers. Nonetheless, we propose to allow utilities to bill both their residential and their non-residential customers for non-tariffed items in order to allow

them greater flexibility in billing. We are proposing to clarify that bills for both residential and non-residential customers should continue to be itemized.

Termination of Service (Sections 11.4 and 13.3)

While we propose allowing non-tariffed items to appear on a utility bill, we want to ensure that customers will not suffer a loss of utility service should they fail to pay these non-tariffed charges. We have therefore proposed adding provisions stating that utility service may only be terminated for the failure to pay tariffed charges. Utilities have other means of collection available to them, and must use them should a customer fail to pay non-tariffed charges.

We have also proposed regulations for the application of a customer's partial payment. We believe that if the customer includes instructions with the payment as to how it should be applied, the utility must first follow these instructions. Absent some direction from the customer making the partial payment, our proposal would require the utility to first apply the payment toward that portion of the customer's bill which might form the basis of termination of the customer's service.

Staff further proposes that utilities be required to develop written procedures for the application of residual balances after the tariffed charges have been accounted for, and that these procedures be made available to a customer upon request. We propose this mechanism in lieu of the complex regulations that we believe would be required should we attempt to designate through this rulemaking all the possible applications of a customer's payment. In this way, customers are best protected against a termination of utility service, can be informed of the utility's procedure concerning partial payments, and extensive regulatory changes can be avoided.

DELETIONS

Staff proposes that obsolete and duplicative sections concerning bill content be deleted. These sections are presently

contained in the industry-specific sections of 16 NYCRR. A listing of the specific sections, and the title of that section is attached as Appendix A.

CONCLUSION

The Commission should issue a notice of proposed rulemaking in order that the above changes be implemented.

Respectfully Submitted,

Elizabeth Rourke
Associate Policy and
Compliance Analyst

Reviewed by:

Jean Lowe
Chief, Office of Regional Activities

Approved by:

Catherine Dudley
Director, Consumer Services Division

PROVISIONS TO BE DELETED

137.2	Contents of Bills
138.2	Contents of Bills
140.1	Contents of Bills
140.2	Budget of equal payment billing
140.3	List of company offices
142.1	Charges for Special Services
271.2	Contents of bill
272.2	Contents of bill
273.1	Contents of bill
273.2	Budget or equal payment billing
273.3	List of company offices
274.1	Charges for special services required to be filed
433.1	Contents of bill
433.2	Budget or equal payment billing
433.3	List of company offices

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

PROPOSED RESOLUTION BY THE COMMISSION

Statutory Authority
Public Service Law Section 4(1), 92(1), 94(2), 96(1)

CASE 98-M-0014 - In the Matter of the Rules and Regulations of the Public Service Commission, Contained in 16 NYCRR -- Proposed Amendments to Add Certain Provisions to Parts 11 and 13 of Subchapter B of Chapter I, Rules of Procedure, and to Delete Those Portions of Parts 137, 138, 140, and 142 of Subchapter D of Chapter II, Electric Utilities, Parts 271, 272, 273 and 274 of Subchapter D of Chapter III, Gas Utilities, and Part 433 of Subchapter D, of Chapter IV, Steam Utilities that Deal with Bill Content Requirements, filed in Cs. 6770, 6937, 13742, 27315, 28080 and 28713.

At a session of the Public Service Commission held in
the City of on 1998, the Commission by
vote of its members present,

RESOLVED:

1. That the provisions of section 202(1) of the State Administrative Procedure Act and Section 101-a(2) of the Executive Law having been complied with, Title 16 of the Official Compilation of Codes, Rules, and Regulations of the State of New York, Chapter I, Rules of Procedure, Subchapter B, Procedures and Requirements Concerning Consumer Protections; Chapter II, Electric Utilities, Subchapter D, Rates and Charges; Chapter III, Gas Utilities, Subchapter D, Rates and Charges; and, Chapter IV, Steam Utilities, Subchapter D, Rates and Charges is amended, effective upon publication of a Notice of Adoption in the State Register, by revising Sections 11.4, 11.16, 13.3, 13.11, 137.2, 138.2, 140.1, 140.2, 140.3, 142.1, 271.1, 272.2, 273.1, 273.3, 274.1, 433.1, 433.2, and 433.3 to read as follows (underscoring indicates new material and brackets indicates deleted material):

§11.4 Termination of residential service A utility may not terminate residential service for failure to pay any charge except a charge that is in its approved tariff.

(a) Conditions for termination. A utility may terminate residential service as provided for in these rules if the customer:

(1) fails to pay tariffed charges for services rendered at any time during the preceding 12 months; provided, however, that termination of service for [bills] tariffed charges due for service rendered during periods in excess of the 12-month period is permitted in cases involving billing disputes during the 12-month period, estimated bills, the culpable conduct of the customer or excusable utility delays; and provided further, that the utility shall commence any such billing not more than four months after the resolution of the billing dispute, the adjustment to estimated bills, or the cessation of excusable utility delays or delays caused by the customer's culpable conduct; or

(2) fails to pay amounts due for tariffed charges under a deferred payment agreement;

(3) fails to pay or agree in writing to pay equipment and installation charges relating to the initiation of service; or

(4) fails to pay a lawfully required deposit; and

(5) is sent a final notice of termination no less than 15 days before the termination date shown on the notice.

[Subdivisions (b) through (h) remain unchanged.]

11.4(i) Partial Payments.

(1) Upon receipt of a partial payment from a customer, the utility shall apply the payment as directed by the customer. If the customer does not include directions on how to apply the partial payment to the bill, the utility shall apply such payment first to any tariffed charges that might form the basis for termination of service.

(2) The utility shall develop written procedures describing how residual balances (after the customer's directions have been followed, or if no instructions are included) will be applied to the customer's account, and shall make such procedures available to customers upon request.

§ 11.16 Contents of bills

Each utility bill to a residential customer shall provide the following information to the extent it is applicable to that particular customer's bill, in clear and understandable form and language:

(a) the name, address and account number of the customer, dates of the present and previous meter readings, whether estimated or actual, amount consumed between present and previous readings, amount owed for the latest period, the date by which payments for the latest period may be paid without penalty, the penalty charge for late paid bills, credits from past bills and any amounts owed and unpaid from previous bills;

(b) the customer's service classification, the billed demand, the meter-multiplier constant [(if applicable)], and any charges or credits which are adjustments to the base charges imposed by the company's tariff for the rate classification of that customer;

(c) if the bill is issued under a budget or levelized billing plan, an identification of the type of plan, the total of the year's budget or levelized amounts billed to the end of the period covered by the current bill, the dollar amount billed for tariff items during such period, and the debit or credit balances; and

(d) an explanation of how the bill may be paid and a telephone number that is toll-free within the service territory for use if the customer has any questions about the utility portion of the bill. [, including one or more local company offices at which it may be paid, and a statement that bills may be paid at other authorized offices or payment agencies.]

(e) Nothing in this section shall preclude a utility from providing pertinent messages and information on the bill, provided such information does not interfere with the presentation of the information required by this section.

(f) Nothing in this section shall preclude a utility from billing for other items, provided such items are itemized. Whenever the bill form, by reason of size limitations or clarity, does not permit itemization, totals may be utilized, provided the charges making up such totals are itemized in an addendum attached to or enclosed with the bill.

§13.3 Termination of service A utility may not terminate service for failure to pay any charge except a charge that is in its approved tariff.

(a) Conditions for termination. (1) Except as provided in paragraph (2) of this subdivision and section 13.13 of this Part, a utility may only terminate service to a customer if it provides advance final notice of the termination and fulfills all other requirements of this section when the customer:

(i) fails to pay any tariff charge due on the customer's account for which a written bill itemizing the charge, in conformance with section 13.11 of this Part, has been sent, except for charges that reflect service used more than six years prior to the time the bill first containing these charges was rendered, which charges must be pursued by other methods of collection;

(ii) fails to pay tariffed amounts due under a deferred payment agreement;

[Subparagraphs (iii) through (v), paragraph (2), and subdivisions (b) through (f) remain unchanged.]

13.3(g) Partial Payments.

(1) Upon receipt of a partial payment from a customer, the utility shall apply the payment as directed by the customer. If the customer does not include directions on how to apply the partial payment to the bill, the utility shall apply such payment

first to any tariffed charges that might form the basis for termination of service.

(2) The utility shall develop written procedures describing how residual balances (after the customer's directions have been followed, or if no instructions are included) will be applied to the customer's account, and shall make such procedures available to customers upon request.

§ 13.11. Contents of bills

(a) Generally. (1) [Only s]Service(s) performed, materials furnished or other charges [made by the utility, in accordance with its filed tariff,] may be included and shall be itemized on the applicable bill form. Whenever the bill form, by reason of size limitations, does not permit itemization, totals may be utilized, provided the charges making up such totals are itemized and sent with the bill.

(2) Nothing in this section shall preclude a utility from providing pertinent messages and information on the bill, provided such information does not interfere with the presentation of the information required by this section.

(b) All bills. Every utility bill shall state on the portion retained by the customer:

(1) the name of the corporation, partnership or person that furnished the service; and if the service is furnished by a corporation that is owned or controlled by another company, or constitutes part of a system, the bill may so indicate by the use of a symbol or statement to that effect;

(2) the location of the utility's principal office and [one or more business offices at which the bill may be paid, and a statement that bills may be paid at other authorized offices] an explanation as to how bills may be paid;

(3) the service classification(s) on which the charges were based;

(4) the name of the customer, the account or meter number, and the address and location of the premises where the service was supplied;

(5) the start and end date of the billing period;

(6) if applicable, the quantity of service billed, the unit of measurement used, an explanation of any calculations or factors used to determine the cost of service (including temperature, pressure and pressure factor for steam bills), a description and the cost of any other [tariff] charges, and the total of the current charges;

(7) the date payment is due; provided, however, that such date may not occur before the personal service of the bill or three calendar days after the mailing of the bill. A phrase indicating that a bill is due upon receipt may be used in lieu of a specific date;

(8) whether any charge will be imposed for late payment, and the date by which payment must be received in order to avoid the imposition of the late payment charge;

(9) an explanation of any abbreviation or symbol used that is not in common English usage; and

(10) a telephone number that is toll-free within the service territory, to call at the utility if the customer has any questions about the utility portion of the bill, and a number for customer inquiries about charges for other providers which appear on the bill.

(c) Cycle bills. Every utility bill issued on a regular cycle basis shall contain as appropriate, in addition to the items required under subdivision (b) of this section:

(1) the registered demand for every demand meter, whether or not the customer is presently subject to a demand charge;

(2) the date of the latest payment received or the date through which any payments have been credited and the debit or credit balance carried over from the prior bill, if any;

(3) the amount of any late payment charge applied during the current billing cycle; and

(4) the next scheduled meter-reading date, except where the utility is unable to adhere to a fixed meter-reading schedule. [Subdivisions (d) through (f) remain unchanged.]

[(g) Utilities shall comply with this section no later than March 18, 1988.]

[§ 137.2 Contents of bill.

If any corporation, partnership or person furnishing gas electric, steam or water service elects to impose a one-time charge for late payment for such service, it shall show on each bill the amount billed, the amount that will be due, including the late payment charge, when the late payment charge becomes applicable.]

[§ 138.2 Contents of bill.

If any municipality furnishing gas electric, steam or water service elects to impose a one-time charge for late payment for such service, it shall show on each bill the amount billed, the amount that will be due, including the late payment charge, when the late payment charge becomes applicable.]

[PART 140

BILLS FOR SERVICE - ELECTRIC CORPORATIONS

§ 140.1 Contents of bill.

Each bill for electric service issued after June 30, 1976, on the portion that is retained by the customer, shall show, but not be limited to, the following information, except as otherwise provided by this Part:

(a) The name of the corporation, partnership or person by which the service was furnished and, except as provided by this Part, no other name.

(b) The location of the principal office and one or more company offices at which it may be paid, and a statement that bills may be paid at other authorized offices.

(c) The service classification or classifications in the rate schedules on which it is based.

(d) Any charges or credits which are adjustments to the rate schedules referred to in subdivision (c) of this section

shall be itemized and shown in dollars per type of unit billed and in total dollars.

(e) The billed demand or other similar factor (if applicable).

(f) Present meter reading (if service is metered), actual or estimated, (indicate if estimated), and date thereof.

(g) Previous meter reading (if service is metered), actual or estimated, (indicate if estimated), and date thereof, and/or the number of days or the prorated period from the previous meter reading, actual or estimated, to the present meter reading, actual or estimated.

(h) Meter multiplier or constant (if applicable).

(i) Debit or credit balance still outstanding from prior bill, if any.

(j) Quantity billed and unit of measurement, except quantity need not be shown for interim budget billing.

(k) Gross amount of bill including any sales tax.

(l) Amount of discount and/or net amount of bill (if applicable).

(m) Date when discount period expires or late payment charge becomes effective shall be shown on the front of the bill (if applicable). The payment date is to be determined by the date of mailing or date paid at a designated office.

(n) If the service be furnished by a corporation which desires to indicate that it is owned or controlled by another company, or that it constitutes part of a system, it may so indicate by the use of a small symbol or by a statement to that effect printed on the bill in small, inconspicuous type.

(o) Only service(s) performed, materials furnished or other charges made by the company, pursuant to its filed tariff, may be included and shall be itemized on the applicable bill form. Whenever the bill form, by reason of size limitations, does not permit itemization, totals may be utilized, provided the charges making up such totals are itemized in an addendum attached to or enclosed with the bill.

(p) Each bill rendered by the company shall identify the account for which service is being charged by setting forth an account or meter number or other appropriate method of identification of the address or location of the premises where the service(s) for which the bill is rendered was (were) furnished.

(q) The back of the entire bill may be used for any purposes deemed appropriate related to the service(s) rendered.

(r) As long as it does not confuse the customer, pertinent messages and information may be printed on any portion of the front of the bill.

(s) An explanation of any abbreviation or symbol used that is not in common English usage.]

[§ 140.2 Budget or equal payment billing.

On either the bill or in an addendum attached to or enclosed with the bill shall be shown:

(a) Identification of the type of budget or equal payment plan if more than one plan is offered.

(b) The total of the year-s budget or equal payment amounts billed to the end of the period covered by the current bill.

(c) The dollar amount billed for tariff items during the same period as in subdivision (b) of this section.

(d) Debit or credit balance to be shown as D or C on the bill and defined as follows:

D Amount due company C Amount in customer favor]

[§140.3 List of company offices.

Each electric company shall provide annually to its customers a list of all company offices at which utility bills may be paid, if such information is not shown on its bill form.]

[Part 142
Charges for Special Services

§142.1

Every gas, electric, gas and electric corporation and every municipality providing gas or electric service is hereby directed and required to file amendments to its tariff schedules to be effective not later than November 15, 1948 on not less than 30 days-notice to the public and this commission setting forth the charges that will be made for each and every service performed for a customer or an applicant for service, except service directly connected with the installation [continued] of appliances sold by such corporation or municipality or directly connected with jobbing work performed as an agent under an agency contract, whereby he corporation or municipality undertakes to do jobbing work for a stipulated profit or commission; provided, however, that corporations or municipalities who now have such charges set forth in their tariff schedules need not refile such provisions.]

[§271.2 Contents of bill.

If any corporation, partnership or person furnishing gas, electric, steam or water service elects to impose a charge for a one-time late payment for such service, it shall show on each bill the amount billed, the amount that will be due, including the late payment charge, when the late payment charge becomes applicable.]

[§272.2 Contents of bill.

If any municipality furnishing gas, electric or steam service may impose a one-time charge for late payment for such service, it shall show on each bill the amount billed, the amount that will be due, including the late payment charge, when the late payment charge becomes applicable.]

[§273.1 Contents of bill.

Each bill for gas service issued after June 30, 1976, on the portion that is retained by the customer, shall show, but not be limited to, the following information, except as otherwise provided by this Part:

(a) The name of the corporation, partnership or person by which the service was furnished and, except as provided by this Part, no other name.

(b) The location of the principal office and one or more company offices at which it may be paid, and a statement that bills may be paid at other authorized offices.

(c) The service classification or classifications in the rate schedules on which it is based.

(d) Any charges or credits which are adjustments to the rate schedules referred to in subdivision (c) of this section shall be itemized and shown in dollars per type of unit billed and in total dollars.

(e) The billed demand or other similar factor (if applicable).

(f) Present meter reading, actual or estimated, (indicate if estimated), and date thereof.

(g) Previous meter reading, actual or estimated, (indicate if estimated), and date thereof, and/or the number of days or the prorated period from the previous meter reading, actual or estimated, to the present meter reading, actual or estimated.

(h) Meter multiplier or constant (if applicable).

(i) Debit or credit balance still outstanding from prior bill, if any.

(j) Quantity billed and unit of measurement, except quantity need not be shown for interim budget billing.

(k) Gross amount of bill including any sales tax.

(l) Amount of discount and/or net amount of bill (if applicable).

(m) Date when discount period expires or late payment charge becomes effective shall be shown on the front of the bill

(if applicable). The payment date is to be determined by the date of mailing or date paid at a designated office.

(n) If the service be furnished by a corporation which desired to indicate that it is owned or controlled by another company, or that it constitutes part of a system, it may so indicate by the use of a small symbol or by a statement to that effect printed on the bill in small, inconspicuous type.

(o) Only service(s) performed, materials furnished or other charges made by the company, pursuant to its filed tariff, may be included and shall be itemized on the applicable bill form. Whenever the bill form, by reason of size limitations, does not permit itemization, totals may be utilized, provided the charges making up such totals are itemized in an addendum attached to or enclosed with the bill.

(p) Each bill rendered by the company shall identify the account for which service is being charged by setting forth an account or meter number or other appropriate method of identification of the address or location of the premises where the service(s) for which the bill is rendered was/were furnished.

(q) The back of the entire bill may be used for any purposes deemed appropriate related to the service(s) rendered.

(r) As long as it does not confuse the customer, pertinent messages and information may be printed on any portion of the front of the bill.

(s) An explanation of any abbreviation or symbol used that is not in common English usage.]

[§273.3 Budget or equal payment billing.

On either the bill or in an addendum attached to or enclosed with the bill shall be shown:

(a) Identification of the type of budget or equal payment plan, if more than one plan is offered.

(b) The total of the year's budget or equal payment amounts billed to the end of the period covered by the current bill.

(c) The dollar amount billed for tariff items during the same period as in subdivision (b) of this section.

(d) Debit or credit balance to be shown as D or C on the bill and defined as follows:

D Amount due company
C Amount in customer favor.]

[§273.3 List of company offices.

Each gas company shall provide annually to its customers a list of all company offices at which utility bills may be paid, if such information is not shown on its bill form.]

[Part 274

Charges for Special Services

§274.1 Charges for special services required to be filed.

Every gas, electric, gas and electric corporation and every municipality providing gas or electric service is hereby directed and required to file amendments to its tariff schedules to be effective not later than November 15, 1948 on not less than 30 days' notice to the public and this commission setting forth the charges that will be made for each and every service performed for a customer or an applicant for service, except service directly connected with the installation of appliances sold by such corporation or municipality or directly connected with jobbing work performed as an agent under an agency contract, whereby the corporation or municipality undertakes to do jobbing work for a stipulated profit or commission provided, however, that corporations or municipalities who now have such charges set forth in their tariff schedules need not refile such provisions.]

§ Contents of bill.

If any municipality furnishing gas, electric or steam service elects to impose a one-time charge for late payment for any such service, it shall show on each bill the amount billed, the amount that will be due, including the late payment charge, when the late payment charge becomes applicable.

[PART 433
BILLS FOR SERVICE

§433.1 Contents of bill.

Each bill issued after June 30, 1976, together with its addendum bill form (if applicable), for steam service, on the portion that is retained by the customer, shall show, but not be limited to, the following information, except as otherwise provided by this Part:

(a) The name of the corporation, partnership or person by which the service was furnished and, except as provided by this Part, no other name.

(b) The location of the principal office and one or more company offices at which it may be paid, and a statement that bills may be paid at other authorized offices.

(c) The service classification or classifications in the rate schedules on which it was based.

(d) Any charges or credits which are adjustments to the rate schedules referred to in subdivision (c) of this section shall be itemized and shown in dollars per type of unit billed and in total dollars.

(e) The billed demand or other similar factor (if applicable).

(f) Present meter reading, actual or estimated (indicate if estimated), and the date thereof.

(g) Previous meter reading, actual or estimated (indicate if estimated), and date thereof, and/or the number of days or the prorated period from the previous meter reading, actual or estimated, to the present meter reading, actual or estimated.

(h) Meter constant, temperature, pressure and pressure factor.

(i) Debit or credit balance still outstanding from prior bill, if any.

(j) Quantity billed and unit of measurement, except quantity need not be shown for interim budget billing.

(k) Gross amount of bill including any sales tax.

(l) Amount of discount and/or net amount of bill (if applicable).

(m) Date when discount period expires or late payment charge becomes effective shall be shown on the front of the bill (if applicable). The payment date is to be determined by the date of mailing or date paid at designated office.

(n) If the service be furnished by a corporation which desires to indicate that it is owned or controlled by another company, or that it constitutes part of a system, it may so indicate by the use of a small symbol or by a statement to that effect printed on the bill in small, inconspicuous type.

(o) Only service(s) performed, materials furnished or other charges made by the company, pursuant to its filed tariff, may be included and shall be itemized on the applicable bill form. Whenever the bill form, by reason of size limitations, does not permit itemization, totals may be utilized, provided the charges making up such totals are itemized in an addendum attached to or enclosed with the bill.

(p) Each bill rendered by the company shall identify the account for which service is being charges by setting forth an account or meter number or other appropriate method of identification of the address or location of the premises where the service(s) for which the bill is rendered was (were) furnished.

(q) The back of the entire bill may be used for any purposes deemed appropriate related to the service(s) rendered.

(r) As long as it does not confuse the customer, pertinent messages and information may be printed on any portion of the front of the bill.

(s) An explanation of any abbreviation or symbol used that is not in common English usage.]

[§433.2 Budget or equal payment billing.

On either the bill or in an addendum attached to or enclosed with the bill shall be shown:

(a) Identification of the type of budget or equal payment plan if more than one plan is offered.

(b) The total of the year's budget or equal payment amounts billed to the end of the period covered by the current bill.

(c) The dollar amount billed for tariff items during the same period as in subdivision (b) of this section.

(d) Debit or credit balance to be shown as D or C on the bill and defined as follows:

D Amount due company

C Amount in customer favor]

[§433.3 List of company offices.

Each steam company shall provide annually to its customers a list of all company offices at which utility bills may be paid, if such information is not shown on its bill form.]

2. The Secretary is directed to file a copy of this resolution with the Secretary of State.