

RULE NO. 11

BILLING ERROR, METER TESTS AND ADJUSTMENT FOR METER ERRORS

A. METER TEST

1. Meters and associated metering devices shall be tested and adjusted in conformity with the standards of the American National Standard Code for Electricity Metering ANSI C12.
 - a. Every meter and/or associated device except new meters as indicated in subsection c. below shall be inspected and tested in the meter shop of the Company before being placed in service, and the accuracy of each meter shall be within prescribed tolerances.
 - b. If a meter is removed from a customer's premises, except for field testing, it shall be returned to the meter shop of the Company and shall be inspected and tested as above, before it is again placed in service.
 - c. New meters may be sample tested in the meter shop of the Company providing the program used conforms to accepted principles of statistical sampling based on either variables or attributes methods, and providing the program has the approval of the Commission.
2. Upon not less than five days' notice from a customer, and at no charge, the Company shall make a test of the meter serving the customer provided that such tests need not be made more frequently than once in 12 months. The customer, or the customer's representative, may be present when the customer's meter is tested. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test. If a customer requests a meter test more frequently than once in any 12-month period, and the meter is found to be within the tolerances identified in Rule No. 11.B., the customer will be charged \$20.00 for the requested meter test.

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B. ADJUSTMENT OF BILLS FOR METERING ERROR

1. General

Whenever a meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0%; or a demand metering installation more than 1.0% in addition to the errors allowed under Accuracy of Demand Meters; an adjustment of bills for service for the period of inaccuracy shall be made as follows:

2. Determination of Adjustment

a. For Defective Meter

(1) If the date when meter registration error began can be determined, adjustments shall be made in the following manner.

- i. The beginning date of meter registration error shall be the starting point for determining the amount of adjustment for Commercial, Streetlight, and Large Power accounts. There is no time limit for the starting date of adjustment for these types of accounts if the date can be determined.
- ii. Adjustment to Residential accounts due to slow or fast meters shall be determined similarly, except that adjustment cannot go beyond the preceding three months.

(2) If the date when meter registration error began cannot be determined, adjustments to all customer categories shall be made in the following manner.

- i. It shall be assumed that the error has existed for a period equal to one-half (1/2) of the time elapsed since the meter was installed or since the last previous test, whichever is less. Billing adjustments are further limited by subsection 2. b. below.
- ii. Adjustment due to slow meters shall be limited to the preceding three months, and adjustments due to fast or creeping meters shall be limited to the preceding six months.

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- b. Recalculation of bills shall be on the basis of actual monthly consumption except that if service has been measured by self-contained single phase meters or three-wire network meters and involves no billing other than for kilowatt hours, the recalculation of bills may be based on the average monthly consumption determined from the most recent 12 months consumption data.
 - c. The error in registration due to creep will be calculated by timing the rate of creeping and assuming that this creeping affected the registration of the meter for 25.0% of the time since the meter was installed or since the last previous test, whichever is later.
 - d. When the average error cannot be determined by test because of failure of part or all of the metering equipment, it will be permissible to use the registration of check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The customer must be advised of the failure and of the basis for the estimate of quantity billed. The same periods of error shall be used as defined in paragraphs above.
3. Refunds
- a. If the recalculated bills indicate that more than \$1 is due an existing customer or \$2 is due a person no longer a customer of the Company, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded.
 - b. Refunds shall be made to the two most recent customers who received service through the meter found to be in error. In the case of a previous customer who is no longer a customer of the Company, a notice of the amount due shall be mailed to such previous customer at the last known address, and the Company shall refund the same upon demand made within three months thereafter.

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4. Backbilling

- a. If the recalculation of billing indicates that an amount due the Company is in excess of \$25.00, the Company shall bill the customer for the amount due.

C. ADJUSTMENT FOR BILLING ERROR

1. When a customer has been overcharged by more than \$1.00 due to errors in meter reading, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the entire amount of overcharge shall be adjusted, refunded, or credited to the customer.
2. When a customer is undercharged by more than \$25.00 due to errors as described in paragraph 1. above, the undercharge amount billed to the customer shall be calculated for a period not exceeding the previous twelve (12) month period.

D. CORRECTION OF IMPROPER BILLING WHICH HAS RESULTED FROM NON-COMPLIANCE WITH THESE RULES

1. If the customer does any acts or omission in violation or disregard of these rules in such a manner that, as a result, it becomes impossible for the Company to determine what portion of the total electric energy delivered was applied by the customer to each use or premise covered by a separate rate schedule or meter, then the customer's bill shall be determined as if one meter had been properly installed at every point required by the proper tariff or rule; and the amount of energy assumed to have passed through each meter shall be that portion of the total consumed that will maximize the total charges under the existing rate schedules.
2. If the non-compliance with these rules resulted in an incorrect billing, the customer's past bills shall be recomputed and the customer shall be rebilled for all those billing periods during which the customer failed to comply with these rules.
3. The customer shall be given full credit for any amount paid.

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4. Application of this section shall not prevent the Company from discontinuing the customer's service under other sections of this tariff nor shall it prevent the Company from instituting legal proceedings against the customer.