

**PACIFIC POWER & LIGHT COMPANY**

WN U-75

First Revision of Sheet No. R10.1  
Canceling Original Sheet No. R10.1

**Rule 10  
GENERAL RULES AND REGULATIONS – BILLING**

Meters ordinarily will be read and bills rendered at intervals of approximately one month. Except for initial and final bills, no bill will be prorated when service is used for less than a full month.

**A. BILLING DEMAND:**

All demands used for billing purposes will be determined to the nearest whole kW, kV or kvar. Demands will be determined by permanently installed instruments, by test or motor nameplate. When determined by test or nameplate, the resulting demand will remain in effect until a new determination is made. The following table shall be used when billing demands are determined from motor nameplate data:

Motor Nameplate Horsepower	Billing kW	Motor Nameplate Horsepower	Billing kW	Motor Nameplate Horsepower	Billing kW
2 or less	2	25	21	125	102
3	3	30	25	150	122
5	5	40	33	200	162
7.5	7	50	41	Over 200	0.81/H.P
10	9	60	49		
15	13	75	62		
20	17	100	82		

**B. ESTIMATED BILLINGS:**

If any meter shall fail to register correctly or if Company cannot read a meter at the scheduled time, Company may estimate the consumption from the best available information. The Company will not estimate for more than four consecutive months, unless the cause of the estimation is inclement weather, terrain, or a previous arrangement with the customer. Such estimated consumption may be used for estimated billing.

**C. PAYMENT OF BILLS:**

All bills are payable at any office pay station or collection center authorized by Company, not later than 15 days after date of issuance. Payment of any delinquent amounts to an authorized pay station shall constitute payment to Company if the customer informs Company of such payment and Company verifies such payment.

**D. CORRECTED BILLS:**


Corrected bills will be issued when an overbilling or underbilling occurs due to a Meter Failure or Malfunction, Unassigned Energy Usage Meter, or any other situation where energy was not billed or was inaccurately billed. The Company will issue corrected bills within sixty days from the date the Company discovered the overbilling or underbilling, and use the rates and rate schedules in effect when the overbilling or underbilling occurred to calculate the overbilled or underbilled amounts. The provisions of this rule do not apply when a bill is calculated from a meter reading after one or more bills from estimated meter reads.

(continued)

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By:  R. Bryce Dalley

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D. CORRECTED BILLS (cont.)

1. OVERBILLING

The Company shall issue a corrected bill for the period that the overbilling occurred. However, the Company shall not be required to provide refund or credit for overbilled amounts that occurred more than 72 months before the Company discovered the overbilling.

2. UNDERBILLING

The Company shall issue a corrected bill for the period that the underbilling occurred. However, the Company will not collect from the Customer any underbilled amounts that occurred more than six months from the date the Company discovered the underbilling, unless one of the following provisions apply:

- a. The Company determines the underbilling was caused by tampering or interference with the utility's property, use of the utility's service through an illegal connection, or the fraudulent use of a utility's service; or
- b. The Company determines a longer collection period is appropriate for a corrected bill issued for a Nonresidential Service due to circumstances such as the complexity of specific accounts, changing metering configurations, load changes of large industrial customers, special meter configuration involving current transformers, or wiring reconfiguration by the Customer. The Company must report to the Commission within sixty days the reasons for any adjustments longer than six months.

3. CORRECTED BILL INFORMATION

When a corrected bill is issued, the Company will provide Customers the following information:

- a. The reason for the bill correction;
- b. A breakdown of the bill correction for each month included in the corrected bill;
- c. The total amount of the bill correction that is due and payable;
- d. The time period covered by the bill correction; and
- e. When an underbilling occurs, an explanation of the availability of payment arrangements for underbilled amounts.

E. RETURN PAYMENT CHARGE:

A service charge, as specified in Schedule 300, may be assessed and collected by Company for each payment not honored by the Customer's financial institution.


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F. EQUAL PAYMENT PLAN:

At the option of the Customer, residential service billings may be rendered in equal monthly amounts, provided the Customer does not owe more than two months actual billings or has not been removed from the Equal Payment Plan for non-payment within the past six months. The Equal Payment plan (E.P.P.) is available to Customers without regard to time of year, home ownership or duration of occupancy at current residence. At the Company's options, the E.P.P. may be offered to commercial customers.

The Equal Payment Plan shall consist of 12 equal monthly billings, based on an average of the 12 most recent months' actual kWh usage, billed on the current rate schedule. In the absence of actual kWh usage or when actual history is not considered indicative of future billings, the Company may estimate the 12 months' kWh usage. Any account arrears shall be divided by 12 and added to the above calculated amount, in order to bring the Customer's account current within the first year of the plan. E.P.P. accounts shall be reviewed after the first 12 months of billing and at least annually, thereafter. On the annual review month, the actual accounts receivable balance (debit or credit) shall be incorporated into the estimate for the next 12 months of the E.P.P. unless the Customer requests that the account balance be settled at that time. The monthly E.P.P. amount may be reviewed and amended by the Company, as needed in response to changing prices or variations in the Customer's kWh usage. The Company may require that the Customer pay the amended monthly E.P.P. amount as a condition for the Customer continuing on the Plan.

The Equal Payment Plan shall terminate when any of the following occur:

- (1) the Customer notifies the Company to terminate the Plan,
- (2) the Company notifies the Customer of the termination of the Plan,
- (3) the Customer no longer takes service at the premises or
- (4) the Customer is delinquent in the amount of two or more monthly payments.

Upon termination of the E.P.P. any amount owed by the Customer shall become due or any amount due the Customer shall be refunded.


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G. FORCE MAJEURE:

Company shall not be liable to the Customer, and the Customer shall not be liable to the Company, for any damage or claim of damage attributable to the failure of Company to deliver, or the Customer to receive, electric power and energy as the result of any cause beyond the control of Company to so deliver or of the Customer to so receive, as the case may be, which, by the exercise of reasonable diligence, the respective party is unable to avoid, including but not limited to: injunction or other decree or order of any court or governmental agency having jurisdiction, strike sabotage, riot, insurrection, acts of the public enemy, fire, flood, explosion, extraordinary action of the elements, earthquake or other acts of God, or accidental destruction of or damage to facilities. In the event that the delivery or use of electric power is suspended or curtailed by 50% or more for a continuous period of more than 15 days as the result of an unavoidable cause as provided above, the schedule charges may, upon written request by the Customer, be prorated by subperiods reflective of the beginning and ending of the suspended or curtailed deliveries. The Customer may, upon written request, have service rendered thereafter on any applicable rate schedule for the appropriate class of customer. Proration of schedule charges shall be effective no more than 30 days prior to receipt of written request from the Customer.

H. LATE PAYMENT CHARGE:


A Late Payment Charge may be levied against any account that is not paid in full each month. This charge will be computed at a percentage specified in Schedule 300 applied to the unpaid delinquent balance brought forward on the subsequent month's bill. All payments received prior to the subsequent month's billing date, will apply to the Customer's account prior to calculating the Late Payment Charge. Those payments applied shall satisfy the oldest portion of the billing first, any other billings second and the current billing last. Imposition of the late payment fee will be delayed 30 days for Customers with delinquent balances who have demonstrated that they have made application to an agency for financial aid. Customers who participate in the Equal Payment Plan will be exempt from the late payment fee as long as they remain on the Equal Payment Plan.

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