## RULE NO. 9

## BILLING

## A. BILLING

1. Billing Period

Bills will typically be rendered at intervals of approximately one month or as otherwise provided in rate schedules.
2. Metered Service

Bills for metered service will be based on meter registrations whenever possible.
3. Pro Rata Calculation

Opening and closing bills and monthly bills for electric service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with the rate applicable to that service, but the amount of the energy blocks, generation and transmission demand charge, distribution demand charge, basic or annual charge, and the minimum charge as set forth in that rate will be prorated on the basis of the ratio of the number of days in the period in question.
4. Estimated Bills

If, because of unusual conditions or for reasons beyond the Company's control, the Customer's meter cannot be read on the scheduled reading date, or if for any reason accurate usage data is not available, the Company will bill the Customer for estimated consumption for the billing period. Estimated consumption for this purpose will be calculated considering the Customer's prior usage, the Company's experience with other Customers of the same class in that area, and the general characteristics of the Customer's operations.
B. READING OF SEPARATE METERS NOT COMBINED

For the purpose of making charges, each meter upon the Customer's premises will be considered separately and reading of two or more meters will not be combined except where the Company's operating convenience or necessity may require the use of more than one meter.

## C. PAYMENT OF BILLS

## 1. Monthly Billings

All bills are due and payable not later than the due date of the bill and payment shall be remitted to the Company or to an authorized representative or agent. Bills or deposits for the connection or reconnection of service must be paid before service will be connected or reconnected, along with any charges for connection or reconnection.
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## RULE NO. 9 (Continued)

## BILLING

C. PAYMENT OF BILLS (Continued)
2. Late Payment Charge

A late payment charge will be levied against unpaid accounts in accordance with Schedule No. 300. All payments received by the date of preparation for each month's billing will apply to the Customers' account prior to calculating the late payment charge. Payments shall be applied to regulated charges and satisfy the oldest portion of the billing first, any other billings second and the current billing last. The late payment charge will not be applied to accounts that are current on payment arrangements.
3. Returned Payment Charge

A service charge as specified in Schedule No. 300, may be assessed and collected by the Company for each payment not honored by the Customer's financial institution.
4. Smart Meter Opt-out Charge

Customers opting out of smart metering will incur an initial opt out fee and a recurring monthly meter reading fee as provided in Schedule 300. The opt-out provision is available for residential customers and non-residential customers who have both a residential and non-residential account associated with meters on a single premise or on directly adjacent premises.

Customers who received a smart meter prior to August 23, 2018 and subsequently elect to have that smart meter removed, shall not be charged the initial opt out fee. However, they will be subject to the monthly meter reading fee provided in Schedule 300.
D. CONTINUING SERVICE

Except as specifically provided otherwise, the rates of this tariff are based on continuing service at each service location. Disconnect and reconnect transactions shall not operate to relieve a Customer from minimum monthly charges.
E. ADJUSTMENT FOR INCORRECT BILLING - GENERAL

Corrected billings may be made to adjust for incorrect billing of an account due to some error by the Company which results in incorrect charges to the Customer. Billing errors may include but not be limited to: Incorrect meter reads, incorrect prorated bill, wrong connected load information, incorrectly installed meters, or incorrect meter multiplier.

Billing error does not include a stopped meter condition or unauthorized use, nor any error in billing resulting from damage caused by someone other than Company personnel; switched or mismarked meters by other than the Company; improper Customer wiring; blown fuse in one energized conductor; inaccessible meter.

A credit adjustment will not be issued when the Customer fails to notify the Company of changes in the Customer's connected load, equipment or operation or failure of the Customer to take advantage of any noticed rate option or condition of service for which the Customer becomes eligible subsequent to the date of application for service.


## RULE NO. 9 (Continued)

## BILLING

E. ADJUSTMENT FOR INCORRECT BILLING - GENERAL (Continued)

Where the Company overcharges or undercharges a Customer as the result of a billing error, the Company may render an adjusted bill as follows:

## 1. Overcharge

a. Residential Customer

If a residential service is found to have been overcharged due to a billing error, the Company will calculate the amount of the overcharge, for refund to the Customer, for a period of 3 years. However, if it is known that the period of billing error was less than 3 years, the overcharge will be calculated for only those months during which the billing error occurred.
b. Nonresidential Customer

If a nonresidential service is found to have been overcharged due to a billing error, the Company will calculate the amount of the overcharge, for refund to the Customer, for a period of 3 years. However, if it is known that the period of billing error was less than 3 years, the overcharge will be calculated for only those months during which the billing error occurred.
c. Small Business Customer

If the nonresidential service to a Small Business Customer is found to have been overcharged due to a billing error, the Company will calculate the amount of the overcharge, for refund to the Customer, for a period of 3 years. However, if it is known that the period of billing error was less than 3 years, the overcharge will be calculated for only those months during which the billing error occurred.

## 2. Undercharge

a. Residential Customer

If a residential service is found to have been undercharged due to a billing error, the Company may bill the Customer for the amount of the undercharge for a period of 3 months. However, if it is known that the period of billing error was less than 3 months, the undercharge will be calculated for only those months during which the billing error occurred.
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## RULE NO. 9 (Continued)

## BILLING

E. ADJUSTMENT FOR INCORRECT BILLING - GENERAL (Continued)

## 2. Undercharge (continued)

c. Nonresidential Customer

If a nonresidential service is found to have been undercharged due to a billing error, the Company may bill the Customer for the amount of the undercharge for a period of 3 years. However, if it is known that the period of billing error was less than 3 years, the undercharge will be calculated for only those months during which the billing error occurred. If no date can be fixed, the Company shall re-bill the undercharge for no more than 6 months.
b. Small Business Customer

If the nonresidential service to a Small Business Customer is found to have been undercharged due to a billing error, the Company may bill the Customer for the amount of the undercharge for a period of 3 months. However, if it is known that the period of billing error was less than 3 months, the undercharge will be calculated for only those months during which the billing error occurred.
F. EQUAL PAYMENT PLAN

The Equal Payment Plan (EPP) 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. EPP 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 EPP unless the Customer requests that the account balance be settled at that time. The EPP may be reviewed and amended by the Company as needed in response to changing prices or variations in the Customer's kwh usage. Enrollment in the EPP may not occur if there is an arrears balance on the account. The Customer may cancel their EPP by notifying the Company and paying the total account balance. The Company reserves the right to cancel a Customer's EPP if the Customer is delinquent on payment of the equal monthly billing.
G. PAPERLESS BILL CREDIT

The Company will provide a Paperless Bill Credit as shown in Schedule 300 to Customers on a metered service schedule who enroll in paperless billing.


