

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.

(Continued)

Issued by

Advice Letter No. 337-E Andrea L. Kelly Date Filed December 21, 2006

Name

Decision No. (D)06-12-011 VP, Regulation Effective January 1, 2007
(D)06-12-036

Title

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.

Issued by

Advice Letter No.	<u>728-E</u>	<u>Matthew McVee</u>	Date Filed	<u>January 12, 2024</u>
Decision No.	<u>23-12-016</u>	<u>VP, Regulation</u>	Effective	<u>January 12, 2024</u>
		<u>Title</u>		