

Rule No. 17  
ADJUSTMENT OF BILLS AND A METER TESTS

A. Adjustment of Bills.

1. General.

Estimated Usage: When regular, accurate meter readings are not available or the electric usage has not been accurately measured, the Company may estimate the customer's energy usage for billing purposes on the basis of information including, but not limited to, the physical condition of the metering equipment, available meter readings, records of historical use, and the general characteristics of the customer's load and operation.

2. Adjustment of Bills for Unauthorized Use.

Where the Company determines that there has been unauthorized use of electric service, the Company may bill the customer for the Company's estimate of up to three years of such unauthorized use. However, nothing in this Rule shall be interpreted as limiting the Company's rights under any provisions of any applicable law.

3. Adjustment of Bills for Billing Error.

Where the Company overcharges or undercharges a customer as the result of a billing error, the Company may render an adjusted bill for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge, for the same periods as for meter error.

4. Adjustments of Bills for Meter Error.

Where, as the result of a meter test a meter is found to be non-registering or incorrectly registering, the Company may render an adjusted bill to the customer for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge in accordance with the following:

- a. Fast Meter. If a meter is found to be registering more than 2% fast, the Company will refund to the customer the amount of the overcharge based on corrected meter readings or the Company's estimate of the energy usage either for the known period of meter error or, if the period of error is not known, for the period during which the meter was in use, not to exceed three years.

(C)

(Continued)

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Issued By  
**R. J. Sprowls**  
President

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Resolution No. \_\_\_\_\_

Rule No. 17  
ADJUSTMENT OF BILLS AND A METER TESTS

A. Adjustment of Bills (Continued)

4. Adjustment of Bills for Meter Error. (Continued)

- b. Slow Meter. If a meter for residential service is found to be registering more than 25% slow, or any meter for other class of service is found to be registering more than 2% slow, the Company may bill the customer for the amount of the undercharge based on corrected meter readings or the Company's estimate of the energy usage either for the known period of meter error or, if the period of meter error is not known for the period the meter was in use, not exceeding three months in the case of a residential service. If a nonresidential service is found to have been undercharged due to meter error, the Company may:
  - (i) bill the customer for the amount of undercharge for a period of three months if the customer is a Small Business Customer, as defined in Rule 1; or
  - (ii) bill the customer for the amount of the undercharge for a period of three years if the customer is not a Small Business Customer, as defined in Rule 1.
- c. Nonregistering Meters. If a meter is found to be nonregistering, the Company may bill the customer for the Company's estimate of the electric service used but not registered, not exceeding three months in the case of residential service and three years for nonresidential service.

B. Meter Tests

- 1. Prior to Installation. Every meter will be tested at or prior to the time of installation, and no meter will be placed in service if found to register more than 1% fast or 1% slow.
- 2. On Customer Request. A customer may, on notice of not less than one week, require the Company to test the meter for his service.

No charge will be made for such a test, but, should a customer demand a test within six months after installation or more often than once in six months, he will be required to deposit \$2.00 to pay, in part, the cost of the test. This deposit will be returned if the meter is found to register more than 2% fast or 2% show.

A customer shall have the right to require the Company to conduct the test in his presence or in the presence of an expert or other representative appointed by him. The results of the test will be furnished to the customer within a reasonable time after completion of test.

C. Measurement of Electric Energy

Where electricity is furnished for EV charging, a customer may use the Electric Vehicle Supply Equipment (EVSE) as a submeter to measure EV charge load, and ancillary EV charge service. All EVSE used for submetering purposes must meet the requirements established in the Plug-in Electric Vehicle Submetering Protocol pursuant to Decision 22-08-024.

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