RULES AND REGULATIONS GOVERNING PUBLIC UTILITY SERVICE

RULE 10. BILLING

A. RENDERING AND FORM OF BILLS Bills to customers shall be rendered regularly and shall show the meter reading and date at the end of the period covered by the bill, the quantity consumed, the gross and/or net amount of the bill, the dates of the bill or of delinquency, and if practicable, the designation of the applicable rate schedule and other essential facts upon which the bill is based.

B. DISPUTED BILLS In the event of a dispute between the customer and the utility respecting any bill, the utility shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer. When the amount to be paid is in question, the customer may make a deposit with the utility covering the amount of the disputed bill whereupon service shall not be discontinued pending settlement of the dispute. Upon settlement of the dispute by any means permitted or provided by law, the balance, if any, due the customer shall be promptly repaid. ~~However, a residential ratepayer shall not be disconnected for failure to pay a portion of the bill that is in formal dispute provided that payments are made for the amounts not in dispute. Formal dispute shall mean that written notice has been provided to the utility company and the Commission.~~

C. METER ERRORS, CORRECTED AND PRO-RATED BILLS (1) Whenever a meter in service is found, upon tests made by the utility or Commission in response to customer complaints, to be in error in excess of three per cent (3%) (4% for electrical thermal demand meter) or two per cent (2%) (4% for electrical thermal demand meter) fast in case of meter found to have been in service without a record test for a period of longer than that prescribed by the Commission for each kind of meter as determined by the method herein prescribed by the Commission for finding the average error for each kind of meter, a correction to the customer shall be made as follows:

(a) If the date the meter first became incorrect can be definitely ascertained, the correction shall be for the amount charged since that date over or below what the billing would have been had the meter registered with one hundred (100) per cent accuracy.

(b) In all other cases, the correction shall be calculated as follows: The customer's metered consumption for a period of three (3) months, next preceding the date of the test or the date the meter was removed for the purpose of test, shall be reduced or increased by the application of the percentage of error related to one hundred (100) per cent accuracy as determined by the test. The rates effective during said period shall be applied to this adjusted consumption and the difference between the amount so obtained and the actual billing shall be refunded or charged to the customer; provided, however, that no refund shall be allowed in any case if the seal on the customer's meter or metering equipment is found to be broken or if

there is any other evidence that the meter or metering equipment has been tampered with.

D. SEPARATE METERING AND BILLING Separate customer premises shall be metered and billed separately even if under common ownership, and combined metering or billing shall not be permitted, Such premises shall be considered separate when not on the same tract or contiguous tracts of land or served from separate services, or when each is a complete unit not physically integrated with, or essentially a part of the other or others. Tracts of land separated by public streets, roads or alleys shall be considered non-contiguous tracts. This rule does not require that existing office or apartment buildings separate the services to each office or apartment in the individual buildings

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