

ELECTRIC SERVICE REGULATION NO. 8 - Continued

9. OVERBILLING (continued)

(c) Limitations (continued)

- (4) The Company shall not be required to make a refund of, or give a credit for, overpayments which occurred more than 24 months before the customer submitted a complaint to the Company or the Commission, or the Company actually became aware on an incorrect billing which resulted in an overpayment.
- (5) In cases when the Company can show or demonstrate before the Commission that a customer knew or reasonably should have known an overpayment to be incorrect, the Company shall not be required to pay interest on the over payment.
- (6) Disputes regarding the level or terms of the refund or credit are subject to the informal and formal review procedures of the Utah Public Service Commission.

10. PRORATION

Under certain circumstances the Company may prorate all or certain portions of a customer's electric service bill. Prices may be prorated for power charges, facilities charges, customer charges and other charges. Quantities may be prorated between different prices for energy charges. For rate schedules that have energy blocks, the size of the blocks may be prorated.

The following circumstances will result in proration:

- (A) **Opening and Closing Bills and Seasonal Disconnections**
Customer bills issued for the start and close of service and customer bills issued for seasonal disconnection of service will be prorated proportional to the number of days in the billing period and a standard 30 day billing period.
- (B) **Non-standard Billing Periods**
Residential customer bills issued for billing periods of less than 26 days or more than 34 days will have the energy blocks prorated proportional to the number of days in the billing period and a standard 30 day billing period.
- (C) **Price Changes**
Customer bills issued for billing periods where changes in prices become effective on a specific date in the period are prorated proportional to the number of days in the billing period served on the old price and the number of days in the billing period served on the new price.

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