
ELECTRIC SERVICE REGULATION NO. 8 - Continued

7. DISPUTED BILL (continued)

If such negotiation does not resolve the dispute, the account holder may obtain informal or formal review of the dispute as set forth in Electric Service Regulation No. 1. While an account holder is proceeding with either informal or formal review of a dispute, electric service will not be terminated provided any amounts not in dispute are paid when due.

8. BILLING ADJUSTMENTS

(a) Definitions

- (1) A “backbill” is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle.
- (2) A catch-up bill is a bill based upon an actual reading rendered after one or more bills based on estimated or customer readings. A catch-up bill which exceeds by 50 percent or more the bill that would have been rendered under the Company’s standard estimation program is presumed to be a backbill.

(b) Notice

The account holder may be notified by mail, by phone, or by a personal visit, of the reason for the backbill. This notification shall be followed by, or include a written explanation of the reason for the backbill that shall be received by the customer before the due date and be sufficiently detailed to apprise the customer of the circumstances error or condition that caused the underbilling, and, if the backbill covers more than a 24 month period, a statement setting forth the reason(s) the Company did not limit the backbill under Paragraph 8.d. below.

(c) Limitations on Rendering a Backbill

The Company shall not render a backbill more than three months after the Company actually became aware of the circumstance, error, or condition that caused the underbilling. This limitation does not apply to fraud, and theft of service limitations.

(d) Limitations of the Period for Backbilling

- 1) The Company shall not bill a Customer for service rendered more than 24 months before the Company actually became aware of the circumstance or error, or condition that caused the underbilling or that the original billing was incorrect.

(continued)