
ROCKY MOUNTAIN POWER
ELECTRIC SERVICE REGULATION NO. 7
STATE OF UTAH

Metering

1. INSTALLATION

All meter locations and provisions for connecting metering equipment are subject to approval by the Company. Meter locations shall be consistent with good engineering and safety practices and shall comply with appropriate codes and standards.

The Company will install, own and maintain all meters and other metering devices (excluding the meter base\cabinets) necessary for measuring the electric power and energy used by the Customer.

Separate premises, even though owned by the same Customer, will not be supplied through the same meter, except as may be specifically provided for in the applicable electric service schedule.

Demand meters may be installed at the Company's option on any account when the nature of the Customer's equipment and operation indicates that a demand meter may be required for correct application of the electric service schedule.

When multiple meters are installed at a location with multiple units, it is the developer/owner's responsibility to permanently, and correctly, label each meter base for the associated service address. The Company may check such meter installations to verify they are correctly labeled. The Company will charge the Meter Verification Fee set forth in Schedule 300, to the developer/owner for each meter installation checked. In the event all meters are labeled correctly for each unit the Company will waive the Meter Verification Fee for that building.

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ELECTRIC SERVICE REGULATION NO. 7 – Continued

1. INSTALLATION (continued)

When a complaint is received from a customer (landlord or tenant) or government agency of possible switched meters, the Company will check such meter installations to verify that they are correctly labeled. The Company will charge the Meter Verification Fee, as set forth in Schedule 300, to the owner for each meter installation checked. If all meters at a building are correctly labeled for each unit the Company will waive the Meter Verification Fee for that building.

If a developer/owner or landlord requests the Company to verify or certify that each meter base is labeled correctly, including when locations with multiple units are sold, the Company will charge the party requesting such verification or certification the Meter Verification Fee as set forth in Schedule 300.

2. NON-STANDARD METERING ACCOMMODATION

A Customer, owning a premise and receiving service from the Company, who requests an accommodation from the Company's standard meter installation, may choose from the following accommodations:

- A. Relocation of the Company's meter (standard or non-standard) from its current location to a different Company approved location;
- B. Exchange of a standard meter for an approved non-standard meter; or
- C. Relocation of the metering and the exchange of a standard meter for an approved non-standard meter.

A Customer who requests relocation of a meter is subject to the meter installation requirements of this regulation and Electric Service Regulation No. 12. If an acceptable accessible meter location cannot be provided on the premises, the Customer's request cannot be accommodated. The Customer must also provide all required Customer equipment, conduit, trenches, necessary easements, and pay all costs including the estimated installed cost of the new facilities, plus removal expense of the existing Company facilities, less the estimated salvage value of the removed facilities.

Only non-standard meters approved, obtained, installed and owned by the Company will be allowed. The Customer's request for a non-standard meter cannot be accommodated until an approved meter can be obtained by the Company. The Customer shall pay the installation charge given in Schedule 300 prior to the Company installing the non-standard meter.

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ELECTRIC SERVICE REGULATION NO. 7 - Continued

2. NON-STANDARD METERING ACCOMMODATION (Continued)

The Customer choosing the meter exchange accommodation shall also pay the monthly manual meter reading fee in Schedule 300, which charge will be included in the Customer's monthly service billing. These Schedule 300 charges are in addition to any relocation expense.

The Company may revoke the meter exchange accommodation of a non-standard meter by reinstalling a standard meter for any of the following conditions:

- a. meter tampering;
- b. impeding Company access to meter to obtain monthly meter readings, perform maintenance or to disconnect meter for non-payment of electric service; or
- c. service has been disconnected for non-payment of electric service twice within a 12-month period.

3. METER TESTS

The Company will test and inspect its meters from time to time and maintain their accuracy of registration in accordance with generally accepted practices and the rules and standards established by the Public Service Commission of Utah. Upon request, the Company shall promptly and without charge test the accuracy of a customer's meter.

If the meter has been tested within 12 months preceding the date of the request, the Company may require the customer to make a deposit as provided in Schedule 300. The deposit shall not exceed the estimated cost of performing the test. If the meter is found to have an error of more than two percent of the tested capacity, the deposit shall be refunded; otherwise, the deposit may be retained by the Company as a service charge. Customers shall be entitled to observe tests, and the Company shall provide test reports to customers.

In the event of a dispute, the customer may request a referee test in writing. The Commission may require the deposit of a testing fee. Upon filing of the request and receipt of the deposit, if required, the Commission shall notify the Company to arrange for the test. The Company shall not remove the meter prior to the test without Commission approval. The meter shall be tested in the presence of a Commission representative, and if the meter is found to be inaccurate by more than two percent of tested capacity, the customer's deposit shall be refunded; otherwise, it shall be retained.

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ELECTRIC SERVICE REGULATION NO. 7 - Continued

4. BILL ADJUSTMENTS FOR METER ERROR AND FAILURE TO REGISTER

(a) Meter Error

If a meter tested is more than two percent fast, the Company shall refund to the customer the overcharge based on the corrected meter readings for the period the meter was in use, not exceeding six months, unless it can be shown that the error was due to some cause, the date of which can be fixed.

If a meter tested pursuant to this section is more than two percent slow, the Company may bill the customer for the estimated power and energy consumed but not covered by the bill for a period not exceeding six months unless it can be shown that the error was due to some cause, the date of which can be fixed.

(b) Failure to Register

If any meter fails to register correctly the amount of electric power or energy used by the Customer, the amount of such use will be estimated by the Company from the best available information. If a meter does not register, the Company may bill the customer for the estimated power and energy used but not registered for a period not exceeding three months. If the Company finds that the meter has been tampered with, the Customer shall pay for such estimated usage together with the expense for restoring the Company's equipment to its normal operating condition and correcting Company billing records.

5. MASTER METERING

(a) Master Metering Standard

A master meter is any meter that serves more than one Customer. Master metering is only allowed as provided for in Exemptions to Master Metering. Other than as provided in Exemptions to Master Metering, individual metering is required for a new building if:

- (1) There is more than one unit in such building, and
- (2) The occupant of each unit uses electricity in the unit.

(b) Exemptions to Master Metering

Separate individual metering is not required for:

- (1) Those portions of transient multiple occupancy buildings and transient mobile home parks normally used as temporary domiciles in such buildings as hotels, motels, dormitories, rooming houses, hospitals, nursing homes and those mobile home park sections designated for travel trailers;

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5. MASTER METERING (continued)

- (2) Residential unit space in multiple occupancy buildings where all space heating, water heating, ventilation and cooling are provided through central systems and where the electric load within each unit that is controlled by the tenant is projected to be 250 kWh or less per month and where the utility has been provided reasonable substantiation of the load projection;
- (3) Common building areas such as hallways, elevators, reception and or washroom, security lighting areas;
- (4) Commercial unit space which is
 - (a) subject to alteration with change in tenants as evidenced by temporary as distinguished from permanent type of load bearing wall and floor construction separating the commercial unit spaces, and
 - (b) non-energy intensive as evidenced by connected loads other than space heating, water heating, and air-conditioning of five (5) watts or less per square foot of occupied space;
- (5) Other units where the long run benefits to the electric consumers exceed the costs of purchasing and installing separate meters in the building. This determination is made by applying the cost effectiveness test guidelines described in the Utah Administrative Code R746-210-3.

The burden of proof rests with the customer who seeks an exemption.

(c) Sub-metering

Sub-metering is the metering of the various customers that are served from a master metered account. With the exception of grandfathered accounts sub-metering is not allowed.

ROCKY MOUNTAIN POWER

ELECTRIC SERVICE REGULATION NO. 8

STATE OF UTAH

Billings

1. BILLING

Except where specifically stated, all electric service schedules contained in the Company's tariff set forth the rate for one (1) billing month. However, local conditions, initial billings, final billings and seasonal readings may cause billings on irregular intervals, in which case the bill will be appropriately adjusted. Except as specifically provided otherwise, the Company's rates are based on continuing service at each service location and the bill for electric service shall be calculated separately for each meter.

2. NON-RESIDENTIAL ESTIMATED BILLING

When any local condition makes it impractical to read meters at regular intervals, the Company may, at its option, read such meters at irregular intervals but not less frequently than once every twelve (12) months. Under such conditions, bills for electric service will be rendered for either the Minimum Monthly Charge set forth in the schedule or for amounts based on the Company's estimate of the Customer's use during the month. When an actual meter reading is obtained, the Company may adjust each estimated billing which has occurred since the last Company meter reading was obtained.

3. RESIDENTIAL ESTIMATED BILLING

Bills will be rendered regularly at monthly or bimonthly intervals to permanent continuous non-seasonal customers. The Company at its option may use an estimated billing procedure. If a meter reader is unable to gain access to a meter for the purpose of making an actual reading, the Company shall take appropriate additional measures in an effort to obtain an actual meter reading. These measures shall include, but are not limited to, scheduling of

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ELECTRIC SERVICE REGULATION NO. 8 - Continued

3. RESIDENTIAL ESTIMATED BILLING (continued)

a meter reading at other than normal business hours, making an appointment for meter reading or providing a prepaid postal card with a notice of instruction upon which an account holder may record a meter reading. In addition, when mutually agreed upon and at the Customer's expense, a remote device may be installed. If after two regular route visits access has not been achieved, the Company will notify the customer that he/she must make arrangements to have the meter read as a condition of continuing service.

If, after complying with the above provisions, the Company is unable to make an actual meter reading within a two month period, it may again render an estimated bill for the current billing cycle.

4. PAYMENT OF BILLS

All bills are payable by mail or in person at any office, pay station or collection center authorized by the Company, not later than the due date shown on the bill.

5. LATE PAYMENT CHARGE

A Late Payment Charge may be levied against any account that is not paid in full each month. This charge will be computed at a percentage specified in Schedule 300 applied to the unpaid delinquent balance brought forward on the subsequent month's bill. All payments received prior to the subsequent month's billing date, will apply to the Customer's account prior to calculating the Late Payment Charge. Those payments applied shall satisfy the oldest portion of the billing first, any other billings second and the current billing last.

6. RETURNED PAYMENT CHARGE

A charge, as specified in Schedule 300, may be assessed and collected by the Company for each returned payment.

7. DISPUTED BILL

In disputing any part of a periodic billing statement for residential electric service, an account holder shall first attempt to resolve the issue by discussion with the Company's personnel. In response to such action by an account holder the Company's personnel will investigate any disputed issue and will attempt to resolve that issue by negotiation.

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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.

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ELECTRIC SERVICE REGULATION NO. 8 - Continued

8. BILLING ADJUSTMENTS (continued)

(d) Limitations of the Period for Backbilling (continued)

- (2) In case of customer fraud, the Company shall estimate a bill for the period over which the fraud was perpetrated. The time limitation of Paragraph 8.d.(1) above does not apply to customer fraud situations.

(e) Payment Period

The Company shall permit the customer to make arrangements to pay a backbill without interest over a time period at least equal in length to the time period over which the backbill was assessed, unless the Company has demonstrated that the customer knew or reasonably should have known that the original billing was incorrect or in the case of fraud or theft. Interest will be assessed at the rate applied to past due accounts on all amounts not timely paid in accordance with the established arrangements.

9. OVERBILLING

(a) Standards and Criteria for Overbilling

Billing under any of the following conditions constitutes overbilling.

- (1) a meter registering more than two percent fast, or a defective meter;
- (2) use of an incorrect watt-hour constant;
- (3) incorrect service classification, provided that the information supplied by the customer was not erroneous or deficient;
- (4) billing based on a switched meter condition where the customer is billed on the incorrect meter.
- (5) meter turnover, or billing for a complete revolution of a meter which did not occur;
- (6) a delay in refunding payment to a customer pursuant to rules providing for refunds for line extensions;

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ELECTRIC SERVICE REGULATION NO. 8 - Continued

9. OVERBILLING (continued)

(a) Standards and Criteria for Overbilling (continued)

- (7) incorrect meter reading or recording by the Company; and
- (8) incorrectly estimated demand billings by the Company.

(b) Interest Rate

- (1) The Company shall provide interest on customer payments for overbilling. The interest rate shall be the greater of the interest rate identified in Electric Service Schedule No. 300, Sheet No. 9R.4, or the rate identified in Electric Service Schedule No. 300, Sheet No. 8R.2.
- (2) Interest shall be paid from the date when the customer overpayment is made, until the date when the overpayment is refunded. Interest shall be compounded during the overpayment period.

(c) Limitations

- (1) The Company shall not be required to pay interest on overpayments if offsetting billing adjustments are made during the next full billing cycle subsequent to the receipt of the overpayment.
- (2) The Company shall be required to offer refunds, in lieu of credit, only when the amount of the overpayment exceeds \$50, or the sum of two average month's bills. However, the Company shall not be required to offer a refund to a customer having a balance owing to the Company, unless the refund would result in a credit balance in favor of the customer.
- (3) If a customer is given a credit for an overpayment, interest will accrue only up to the time at which the first credit is made, in cases where credits are applied over two or more bills.

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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 overpayment.
- (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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ELECTRIC SERVICE REGULATION NO. 8 - Continued

10. PRORATION (continued)

- (D) Seasonal Changes
Customer bills issued for billing periods that include both winter and summer rates will be prorated proportional to the number of days in the billing period in each of the winter or summer months. The size of the pricing blocks within each season will be prorated proportional to the number of days in the billing period within each season.
- (E) Irrigation and Post Season Changes
Irrigation customer bills issued for billing periods that include both in irrigation season, May 25 to September 15, and out of irrigation season periods will be prorated proportional to the number of days in the billing period within each season.

Details on proration of bills are found on the Company's website. For bills prorated for seasonal changes and price changes, a reference to the company's website address will be provided on customer bills in the months in which the proration occurs.