

Non-Legislative

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 14
Canceling 2nd Revised Sheet No. 14

3.3 MONTHLY BILLING

Bills will normally be rendered monthly and may be paid by mail, or electronic or phone options, or to the Company's duly authorized agents during regular business hours. A "month", as used for billing purposes, does not mean a calendar month, but means the interval between two consecutive periodic meter reading dates which are, as nearly as practicable, at 30 day intervals. The Company may read certain meters less frequently than once each billing month, except that the Company will read the meter at least once every 12 months. If the billing period is longer or shorter than the normal billing period by more than four days, the bill shall be prorated on a daily basis except for the November, December, January, and February billing periods when the bill shall be prorated on a daily basis whenever the billing period is less than 25 days or more than 40 days.

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3.4 BUDGET HELPER PLAN

Qualified customers may, at their request, be billed under the Company's budget helper plan. Such plan shall provide for 11 equal monthly payments based on the customer's previous use. The billing for the twelfth month will reflect the actual billing for that month adjusted for the credit or debit balance carried forward from the previous month. The Company will review the account during the budget year to ascertain the reasonableness of the budget amount under current rates or conditions of use of service, and the monthly payment will be adjusted accordingly.

3.5 LATE PAYMENT CHARGE

A late payment charge of 1.0% of the unpaid balance will be added to the unpaid balance two working days after the date due. Customers under the budget helper plan or a payment arrangement will be assessed a late payment charge on the lesser of the outstanding scheduled payments or the outstanding account balance. All payments received will be credited against the oldest outstanding total account balance before application of the late payment charge. The late payment charge will be waived in instances where a company error is involved or where complications arise with financial institutions in processing automatic electronic payments.

(Continued on Sheet No. 6-15)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 15
Cancelling 1st Revised Sheet No. 15

3.6 BILL DATE DUE

Bills are due and payable upon presentation. For purposes of applying the late payment charge, the date due shown on the customer's bill shall be:

<u>Class</u>	<u>Date Due</u>
Large commercial and industrial Customers All Other Customers	The date no less than 20 days after the billing transmittal date by which a bill should be paid and the date before which no disconnection notice may be sent.

Residential and Small General Service customers have the option of selecting a modified due date for paying their bill. The due date can be extended up to a maximum of 14 calendar days from the normal due date. Customers selecting a modified due data will remain on that due date for a period not less than 12 months or may change back to the normal due date anytime.

3.7 ESTIMATED BILLS

An estimated bill will be rendered if impractical for the Company to read the meter in time for the billing operation or in cases of emergency. An adjustment, if any, will be made in the bill based on the next meter reading.

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3.8 BILLING ADJUSTMENTS

In General:

In the event of a meter or billing error resulting from:

- (1) an inaccurate meter;
- (2) an incorrect reading of the meter;
- (3) incorrect application of a rate schedule;
- (4) incorrect connection of the meter;
- (5) application of an incorrect multiplier or constant;
- (6) bill delay;
- (7) or other similar errors affecting billing as defined by the Public Utilities Commission's rule, the Company shall recalculate the customer's bill consistent with the Public Utilities Commission's rules and tariffs.

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