

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;

(continued)