Subject: Meter Errors/Other Billing Discrepancies

I. Objective

To set forth a procedure to resolve billing discrepancies caused by metering problems. To establish an adjustment procedure for billing inaccuracies as a result of the testing process.

II. Policy

A. If a meter test shows an inaccuracy of more than plus or minus 2%, an adjustment for the amount to bring the meter accuracy to 100% will be made on the customer's account.

B. In the event a member is over-billed for electric service due to a metering problem or billing error, a credit will be issued from the date the error was discovered for up to 180 days past service.

C. In the event a member is under-billed for electric service due to a metering problem, or billing error, a bill will be sent for the past due amount for up to 180 days from the time the billing error was discovered.

D. Meters found to be within plus or minus 2% accuracy shall not result in any billing adjustment unless some evidence of meter tampering is evident.

E. In the event a meter tampering or power diversion is discovered, payment shall be required for the maximum period allowed by law. (See Policy 216-Meter Fraud)

III. Responsibility

A. The Board of Trustees is responsible for a periodic review of this policy and shall approve all changes to the policy.

B. The General Manager is responsible for the implementation of the policy.