

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.

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.

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ELECTRIC SERVICE REGULATION NO. 8 - Continued

8. PAPERLESS BILL CREDIT

The Company will provide a Paperless Bill Credit as shown in Schedule 300 to Customers on a metered service schedule who enroll in paperless billing.

9. 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 9.d. below.

(c) Limitations on Rendering a Backbill

If the Company is going to render a backbill it must do so within three months from the time the Company becomes 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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Issued by authority of Report and Order of the Public Service Commission of Utah in Docket No. 21-035-T01

ELECTRIC SERVICE REGULATION NO. 8 - Continued

9. 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 9.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.

10. 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

10. 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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ELECTRIC SERVICE REGULATION NO. 8 - Continued

10. 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 over payment.
- (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.

11. 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

11. 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.