

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

(N)

Bills for service will be rendered each customer on a monthly or bi-monthly basis at the option of the utility, unless otherwise provided in the rate schedules.

1. Metered Service

- a. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills and special bills.
- b. The opening bill for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
 - 1. Should a monthly billing period contain less than 27 days or more than 33 days a prorata adjustment in the bill will be made.
 - 2. For a bi-monthly billing period of 54 through 66 days the charge for metered service will be computed by doubling the monthly minimum or readiness to serve charge, and the number of cubic feet to which each block rate is applicable on a monthly basis.
 - 3. For billing periods other than monthly or bi-monthly, adjustments will be made proportionate to that for a monthly billing period.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered and the meter constant, if any, the number and kinds of units, and the date of the current meter reading.

(N)

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(Continued)

- e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined, except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience of necessity may require the use of more than one meter, or a battery of meters. In this case, the monthly readiness to serve charge will be computed upon the resultant diameter of the total combined discharge areas of such meters. (N)
- f. If, because of unusual conditions or for reasons beyond the utility's control, it is unable to read the customer's meter on the scheduled reading date, it may bill the customer for estimated consumption during the billing period and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the customer's prior usage, the utility's experience with other customers of the same class in that area, and the general characteristics of the customer's operations. Adjustments for any underestimate or overestimate of a customer's consumption will be reflected on the first regularly scheduled bill rendered, and based on an actual reading following the period of inaccessibility. (N)

2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.

3. Proration of Bills

- a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

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(Continued)

(1) Metered Service

The amount of the readiness to serve charge and the quantity in each of the quantity rate blocks will be prorated on the basis of the ratio of the number of days in a period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.

(2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

(3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year (30.4 days for a monthly billing period).

B. Payment of Bills

1. Bills for service are due and payable upon presentation, and payment may be made at the commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation. If a customer tenders a check in payment of any bill and such check is not honored by the customer's bank, or if the payment of a customer enrolled in the Automatic Payment Service program is rejected by the customer's bank or payment service, the utility may assess the customer a service charge of \$4.75.

2. At the option of the customer, a credit or debit card payment can be made through a third-party vendor. A non-refundable convenience fee of \$1.75 per transaction shall apply. That convenience fee will be over and above the utility bill amount and may be charged to the customer by a third party vendor for this service and will not be on the utility billing statement. For customers with more than one account, a separate transaction fee is necessary for each account. (N)
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(N)

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