

UTILITIES RULES AND REGULATIONS

GENERAL

Receiving Service – cont'd

1. Residential Service

- a. When Utilities determines that a meter has failed to register usage within prescribed accuracy limits, Utilities will bill metered consumption to the affected Customer for the period during which the meter malfunction occurred except when caused by vandalism or damage by others.
- b. In the case of a failed water remote reader, Utilities will not bill for the difference between the inside meter reading and the remote reading when the failure was not caused by vandalism or damage by others.

Active Customers who have been underbilled for service received, whether or not in control of Utilities, will be re-billed for a period not to exceed two (2) consecutive billing periods for the actual or estimated service based on Utilities' records or other information acceptable to Utilities that verifies previous billing statements did not appropriately reflect actual consumption. Interest or late charges on underbilled accounts will not be assessed.

Approval Date: May 8, 2018
Effective Date: June 1, 2018
Resolution No. _____