

A. Investigations

1. The District will cause an investigation to be made whenever the correctness of any bill for electric service is disputed in accordance with Rule No. 5, Section A.3. The District will not terminate customer's services for non-payment of the amount in question during such investigation period.
2. The District will make a determination of accuracy by means of tests, analyses, or inquiry, where information required for correct billing is disputed or is not subject to exact determination in accordance with Rule No. 17, Section A.
3. A Meter Re-Read Fee, as specified in Appendix A, will be assessed for a second customer-requested meter re-read in a twelve-(12-) month period. If the original meter read was incorrect, there will be no fee.
4. Any customer whose complaint or request for an investigation has resulted in an adverse determination may appeal the determination within ten (10) business days to the District's Board of Directors. If such appeal is made without payment of the disputed amount, the appeal shall not avoid disconnection of services under Rule No. 11.

B. Adjustments

1. Overcharges: When any customer is overcharged by the District as a result of a billing error, bills will be corrected and the overcharge refunded or credited to the customer's account, without interest, for the period of the billing error, but not to exceed three (3) years.
2. Undercharges: When any customer is undercharged by the utility as a result of a billing error, the customer may be billed for the amount of the undercharge, without interest, for the period during which the underbilling occurred, but not to exceed three (3) years from the date the District discovers the error.

When reasonable information exists that there has been inaccurate metering due to unmetered or unauthorized use of utility service resulting from actions by other than an authorized District employee, the customer may be billed for the amount of the undercharge, without interest, for the entire period during which such underbilling occurred. The District also reserves the right to charge any additional amounts that may be authorized by law.

3. Adjustment for meter error will be made in accordance with Electric Service Rule No. 17, Section B.

C. Rights and Remedies of District

The provisions of this Rule shall not be deemed to limit any other rights or remedies that may exist in favor of the District.