

12. Meter Reading, Billing, Collection and Estimated Bills: (Cont'd.)

G. Backbilling - Non-residential Customers: (Cont'd.)

- (i) the customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
- (ii) new information shows that the first backbill was incorrect.
- (3) The Company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.
- (4) The Company shall not render a backbill for any underbilling when the reason for the underbillings is apparent from the customer's service application, or could have been revealed in a service application and the Company failed to obtain and retain one.

(c) Limitations on Backbilling Period:

- (1) When the failure to bill at an earlier time was due to utility deficiency, the Company shall not bill a customer for service rendered more than 12 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.
- (2) The Company shall not bill a customer for service rendered more than 24 months before the Company actually became aware of the circumstance, error, or condition that caused the underbilling, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

H. Levelized Payment Plan - Non-residential Customers:

(a) Obligation to Offer.

The Company shall provide a written notice offering a voluntary levelized payment plan designed to reduce fluctuations in payments caused by seasonal patterns of consumption to its eligible customers at least once in each 12 month period.