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## SERVICE RULES AND REGULATIONS FOR GAS SERVICE

### 13. Adjustment of Bills

When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, such as incorrect indexing, incorrect meter settings where the consumption of gas can be determined, the entire amount of the overcharge shall be determined and refunded or credited to the customer.

When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, such as incorrect indexing, incorrect meter settings where the consumption of gas can be determined, the entire amount of the undercharge may be billed to the customer.

- A. Over-registration. Whenever a metering installation is tested and found to have over-registered more than two percent, the Company shall recalculate the bills from the time at which the error first developed. If such time cannot be definitely determined, the bills shall be recalculated from:
  - 1. One-half the time since the meter was installed or,
  - 2. One-half the time elapsed since the last previous meter installation test, whichever is shortest.
- B. Under-registration. Whenever a meter is found to be more than two percent slow, the Company will back bill the customer for the amount the test indicates has been underbilled. The period for back billing shall not exceed the last six months the meter was in service.
- C. Minimum Back Bill and Refund Amounts. Billing adjustments due to fast or slow meters shall be calculated on the basis that the meter should be 100 percent accurate. A back bill may be issued if the recalculated amount is in excess of \$20.00. The refund will be issued if the recalculated amount (1) is in excess of \$5.00 for the two most recent customers who received service from the metering installation found to be in error or (2) exceeds \$3.00 for an existing customer.