



SECTION 2 - CUSTOMER POLICIES

Applicable to All Rates and Riders

BILLING ADJUSTMENTS (continued)

Refund Process:

- Refunds will be made to the Customer at the Premises when the adjustment is made.
- The refund time frame is assumed to be two (2) years for all customers, unless it can be demonstrated that the meter was inaccurate for a **shorter** ~~lesser~~ period, or the meter has been installed for a shorter period of time.
- **If the date of inaccuracy can be established and is longer than two (2) years, the refund will be made for the longer period.**
- Interest will be paid on refunds and will be calculated at the rate paid on deposits as established annually by the Illinois Commerce Commission.

Backbilling Process:

- Backbillings will be made to the Customer at the Premises when the adjustment is made.
- If the date of the inaccuracy cannot be determined, the backbilling time frame is limited to one (1) year for residential and small commercial customers, unless the meter has been installed for a shorter period of time.
- If the date of the inaccuracy cannot be determined, the backbilling time frame is limited to two (2) years for all other customers, unless the meter has been installed for a shorter period of time.
- Non-registering meters will be backbilled for no more than two (2) months.