

## **CULLMAN ELECTRIC COOPERATIVE**

### **Operating Procedure for Billing Inaccuracies Adjustment**

#### **I. Objective**

To establish guidelines for billing inaccuracies adjustments on members' accounts.

#### **II. Guidelines**

Adjustments for billing inaccuracies shall be limited to the most recent thirty-six (36) month period and will be handled consistent with reasonable utility practices. The adjustments shall be made as follows:

- A. Notify the member of the billing inaccuracy.
- B. Correct the billing inaccuracy without additional fees charged to the member for any under-billings.
- C. Bill the member for any under-billings associated with the inaccuracy for the most recent thirty-six (36) month period or
- D. Refund to the member the actual amount of any over-billings associated with the inaccuracy for the most recent thirty-six (36) month period.
- E. In the event the inaccuracy results in the member owing the co-op due to an under-billing, no back-billing shall be allowed without prior notification to the member by the co-op. Such notice shall inform the member he/she will be given the option of repayment of the amount due in monthly installments equal to the period of said under-billing, or by any other mutually agreeable arrangement, except in cases of meter or equipment damage, tampering and/or unauthorized use.

The thirty-six (36) month limitation set forth in this procedure is not applicable to limit recovery of unbilled revenue or any other relief otherwise available to the cooperative in any case where the billing inaccuracy relates to meter or equipment damage, tampering and/or unauthorized use.