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SECTION 7

7.01 MONTHLY BILLS: Bills for electric service will be rendered at least monthly and for the termination of service. The term "month" for billing purposes means the period between any 2 consecutive regular readings by Company of the meters at Customer's premises. Such readings will be taken as nearly as may be practicable every 30 days. Bills to non-residential Customers may, for good cause, be rendered weekly if the anticipated monthly bill exceeds $5,000.00 or daily if the anticipated monthly bill exceeds $20,000.00 for a period not to exceed one month. Intervals other than monthly shall not be applied to a customer's account after the initial month provided above, without an exemption from the Iowa Utilities Board of the Iowa Department of Commerce. A T
petition for exemption must include sufficient information to establish good cause for the exemptions. If the Iowa Utilities Board denies an exemption, or if no exemption is sought with T
respect to a Customer after the initial month, that Customer's bill shall be rendered monthly for the next 12 months, unless prior approval is received from the Iowa Utilities Board for a shorter interval. T
[199--20.3(6)]

7.02 COMPUTATION OF BILLS: In computing bills where the rate schedule exhibits the charges on a daily per kilowatt-hour basis, such rates shall be multiplied by the number of days in the reading period. This daily billing method automatically provides for prorating for any discrepancy in the meter-reading period from a normal month.

> **7.02A** Any fuel adjustment, monthly minimum charge, demand charge, excess capacity charge, and charge for excess facilities, if appropriate, provided for under the applicable rate schedule, shall be billed on a monthly basis. [199--20.4(9)]

7.03 ESTIMATED BILL: If Company is unable to read a meter after reasonable effort, Customer will be billed an estimated usage based on the best available information. Only in unusual cases or when approval is obtained from Customer shall more than 3 consecutive estimated bills be rendered. [199--20.3(6)]

7.04 DETERMINATION OF BILLING DEMAND: Rate schedules requiring demand readings shall be billed upon the reading of a demand meter (either indicating or chart-type) based upon a 15-minute integrated demand. However, Company reserves the right to measure the demand on a lesser time interval or an instantaneous reading when conditions so warrant. Rates which call for kVA billing demand may either be computed from meters showing kVA directly or may be obtained T
by kW meters and the application of an appropriate power factor determination of Customer's T
demand during Customer's normal operation.

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7.04 DETERMINATION OF BILLING DEMAND (continued)

7.04A Whenever billing demand has been estimated upon request of Customer, Company shall measure the demand during Customer's normal operation and use the measured demand for billing purposes. [199--20.4(18)]

7.05 BILLS WITHOUT METERS: Certain rate schedules, such as area lighting rates, street lighting rates and where consumption can be adequately calculated, bills will be rendered in accordance with those rate schedules without meter readings. [199--20.3(1)]

7.06 BILL FORMS: For informational purposes, Company's billing forms used for normal Customer billing are included in Section 14. [199--20.4(9)]

7.07 BILLING ACCURACY: Company will exercise all reasonable diligence to assure accurate computation of all bills for electric service.

7.08 COMPLAINT-DISPUTED BILLINGS: If Customer gives notice to Company's office prior to the time that payment is due that the correctness of the bill is disputed, with reasons therefore, Company will investigate the complaint. Customer shall pay the undisputed portion in order to avoid disconnection for up to 45 days after rendering of the bill, which shall be extended up to 60 days if requested of the Company by the Utilities Division of the Department of Commerce in the event Customer files a written complaint with the Utilities Division. [199--20.4(15)]

7.09 MAILING BILLS: Normally bills will be sent by mail; however, the non-receipt of a bill by Customer shall not release or diminish the obligation of Customer with respect to full payment thereof, including penalties, if any. [199--20.4(12)]

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7.10 TERMS OF PAYMENT: The net amount of any bill for service is due and payable by the Customer when rendered. Spouses are jointly and severally liable for payment of bills, except in the case where one spouse has specifically notified the Company in writing that they intend to contract separately for utility service. Acceptable instances for a spouse to separately contract for residential service shall be limited to pending divorces. Bills for electric service may be paid at the office of Company, or to its duly authorized agents, during regular business hours or payment may be mailed in the self-addressed envelope provided by Company. Any unpaid bill shall become delinquent not less than 20 days after rendition. Failure of Customer to pay any amount due Company under Customer's service agreement or application for service in the full amount before the 21st day after rendition, shall constitute a default by Customer. [199--20.4(12)]

7.10A Bills for Customers on more frequent billing intervals under paragraph 7.01 may not be considered delinquent less than 5 days from the date of rendering. However, a late payment charge may not be assessed if payment is received within 20 days of the date the bill is rendered.

7.11 MAILING PAYMENT: Customers may mail payments in the enclosed properly addressed envelope provided by Company; however, payment shall not be considered as being made until received by Company.

7.12 LATE PAYMENT CHARGE: As to any delinquent bill (one which is unpaid after the due date shown thereon), Company shall add a late payment charge to cover its costs of collection. Such late payment charge shall be one and one-half percent per month of the past due amount and Customer shall then pay the gross amount of such a bill. [Iowa Code 476.54 and 199--20.4(12)]

7.12A If the Customer makes a partial payment in a timely manner, and does not designate the service or product being paid for, the payment shall be credited pro rata between the bill for utility services and related taxes.

7.12B Each Customer is given one complete forgiveness of one late payment charge at least once in each calendar year. On one monthly bill in each period of eligibility, the Company will accept the net amount of such bill as full payment for such month after expiration of the net payment period. Customers will receive written notification that the eligibility has been used on their monthly bill. D

7.12C Late payment charges will not be assessed on non-sufficient funds (NSF) charges, reconnect charges, and charges or balances on billings issued for a finaled account.

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7.13 COLLECTION PROCEDURE: If the electric service bill is not paid on or before the due date shown thereon, an appropriate disconnection notice will be rendered to Customer in accordance with Section 4.18 of these General Rules and Regulations. No Customer will be disconnected without having been sent the appropriate disconnect notice or having an appropriate disconnect notice posted at the services premises.

7.13A A charge shall be made by Company to cover its cost of posting a disconnect notice at Customer's premises in accordance with Section 4.18 of the General Rules and Regulations. The posting charge shall be $26.00.

7.13B Whenever the utility service bill has been paid by a check not honored by the Customer's bank, such returned check will bear an additional charge of $15.00 to help defray Company's additional expense.

7.14 RECONNECTION CHARGE: If electric service is disconnected for violation of any provision of Customer's service agreement or in accordance with Company's General Rules and Regulations concerning disconnection of service, a charge may be made by Company to cover its cost of disconnecting and reconnecting Customer's facilities before electric service will be resumed. The Customer shall make payment or arrangement for payment of any delinquent bills in addition to any reconnect charge, and shall have complied with the credit regulations of Company prior to the reconnection of such service.

7.14A The reconnect charge shall be $56.00 for reconnections between 8:00 a.m. and 4:00 p.m., Monday through Friday. $123.00 will be charged for after hours, holidays and weekends.

7.15 LEVEL PAYMENT PLAN: If Customer desires to make budget or level payment type payments on a monthly basis, Company will allow for such arrangements. Company will offer this at the time initial service is requested. Any payments so received shall be accepted by Company and credited to Customer's account. Customer may request termination of the plan at anytime. The Company is not required to offer a new level payment plan to a customer for six months after the customer has terminated from a level payment plan. [199--20.4(12)]

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7.15 LEVEL PAYMENT PLAN (continued)

7.15A The Level Payment Plan is available to any Electric Residential, Rural or Small Non-Residential General Service Customers whose consumption is less than 3,000 kWh per month. At the request of any such Customer the Company will submit: N N

7.15A(1) Level Payment Plan Computation. The equal payment required for Customer periodically shall be determined by Company. This is derived using a 12-month usage history at the premise as well as other factors, including fuel data, basic service charges and weather adjustment factors. Any adjustment necessary to correct an over-payment or under-payment by Customer shall be made at least once each calendar year.

7.15A(2) An estimate of the aggregate amount of the bills for electric service to be rendered to the Customer during the period beginning with the month of the Customer's selection and ending 12 months later.

7.15A(3) A statement of the amount of the 12 equal monthly installments to be paid by the Customer during such period which will aggregate the total estimated amount. The Customer shall be entitled to receive electric service during such period, by paying said installments if the Customer shall agree:

7.15A(3)a To pay each monthly installment on or before the due date of the bill for such month.

7.15A(3)b That the furnishing by the Company of such estimate shall not be construed as a guaranty or assurance that the total charge will not exceed the estimate.

7.15A(3)c That failure to pay an installment on or before its due date, shall be cause for cancellation by the Company of the Level Payment Plan with respect to the Customer. A delinquency in payment shall be subject to a late payment charge on the level payment amount. If the account balance is a debit, a delinquency in payment shall be subject to the same procedures as other accounts for collection or cut-off.

7.15A(3)d That the estimate shall apply only to the premises then occupied by the Customer, and that if the Customer vacates such premises during the period covered by such estimate, the Level Payment Plan with respect to the Customer shall immediately terminate and any amount or amounts payable by or to the Customer on account of services rendered during the period covered by the Level Payment Plan shall be billed or credited to the Customer.

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7.15 LEVEL PAYMENT PLAN (continued)

7.15A(3)e The Level Payment Plan may be recomputed on each anniversary date, when requested by the Customer, or whenever price, consumption, alone or in combination, result in a new estimate differing by 10% or more from that in use. When a Customer's payment level is recomputed, the Customer shall be notified of the revised payment amount and the reason for the change. The notice shall be served not less than 30 days prior to the date of delinquency for the first revised payment. The notice may accompany the bill prior to the bill affected by the revised payment amount. [199--20.4(12)] D

7.15A(4) When the level payment amount is recomputed, the level payment plan account balance shall be divided by 12, and the resulting amount shall be added to the estimated monthly level payment amount. Except when a utility has a level payment plan that recomputes the level payment amount monthly, the customer shall be given the option of applying any credit to payments of subsequent months' level payment amounts due or of obtaining a refund of any credit in excess of $25.00.

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7.16 SELECTION OF DELINQUENT DATE: Any Customer, except tax levying bodies, able to provide reasonable rationale as to why a special payment due date is necessary, may be placed on a selected payment due date for payment of the net bill amount. D

7.16A The date of delinquency for all residential Customers or other Customers whose consumption is less than 3,000 kWh per month shall be changeable for cause in writing; such as, but not limited to, 15 days from approximate date each month upon which income is received by the person responsible for payment. In no case however, shall the Company be required to delay the date of delinquency more than 30 days beyond the date of preparation of the previous bill. [199--20.4(12)]

7.16B Customers who levy taxes may also receive a special payment due date. Governmental bodies and school districts, if their approval process runs into conflict with the normal payment-due date may choose a special payment-due date. D

7.17 SPECIAL BILLING PROCEDURES:

7.17A **Meter Reading** - Readings of all meters for determining charges and billings to Customers shall be scheduled at least monthly or for the beginning or termination of service. The Company may permit the Customer to supply the meter readings by telephone or on a form supplied by the Company. [199--20.3(6)]

7.17B **Final Billing** - Final bills rendered upon the vacating of premises or those rendered to persons discontinuing service must be paid upon presentation.

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7.18 ADJUSTMENT FOR METERING ERROR: Whenever a meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0 percent for watthour metering; or a demand metering error of more than 1.5 percent in addition to the errors allowed under accuracy of demand metering; an adjustment to bills for service for a period of inaccuracy shall be made in the case of over-registration and may be made in the case of under-registration. The amount of the adjustment shall be calculated on the basis that the metering equipment should be 100% accurate with respect to the testing equipment used to make the test. For watthour metering installations, the average accuracy shall be the arithmetic average of the percent registrations at 10 percent of rated test current and at 100 percent of rated test current giving the 100 percent of rated test current registration a weight of four and the 10 percent of rated test current registration a weight of one. If the date when the error in registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment, except that adjustments due to slow meters shall be limited to the preceding 6-month period. If the date when the error in registration began cannot be determined, it shall be assumed that the error existed for a period equal to one-half of the time elapsed since the meter was installed, or one-half of the time elapsed since the last previous test, as the case may be. Adjustments due to slow meters shall be limited to the preceding 6 months, except that a longer period may be authorized by the Iowa Utilities Board. Recalculation of bills shall be on the basis of actual monthly consumption, (except that for services measured by self-contained, single-phase meters or three-wire network meters and involving no billing other than for kilowatt-hours, the recalculation of bills may be based on the average monthly consumption determined from the most recent 36-month consumption data). [199--20.4(14)]

7.18A When the average error cannot be determined by test because of failure of part or all the metering equipment, it shall be permissible to use the registration of check metering installations, if any, or to estimate the quantity of the energy consumed, based on available data. Customer will be advised of the failure and the basis of the estimate of the quantity billed.

7.18B The over-registration due to creep shall be calculated by timing the rate of creeping and assuming that the creeping affected the registration of the meter for 25% percent of the time since the more recent of either metering installation or last previous test. [199--20.4(14)]

7.18C BACK BILLING: If an adjustment for billing computed in accordance with Paragraph 7.18 hereof results in an amount due Company of at least $100.00, Company will bill Customers for the amount due no later than 6 months following the date of the meter installation test. [199--20.4(14)]

7.19 ADJUSTMENT FOR RATE MISAPPLICATION:

7.19A When 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, the amount of the overcharge shall be adjusted, refunded or credited to Customer. The time period for which the Company will adjust, refund, or credit the Customer's bill shall not exceed five years unless otherwise ordered by the Board. [199--20.4(14)]

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7.19 ADJUSTMENT FOR RATE MISAPPLICATION (continued): T

7.19B When Customer has been undercharged as a result of incorrect reading of a meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of undercharge may be billed to Customer. The period for which the Company will adjust for the undercharge shall not exceed five years unless otherwise ordered by the Board. The maximum back bill will not exceed the dollar amount equivalent to the tariffed rate for like charges (e.g., usage-based, fixed or service charges) in the 12 months preceding discovery of the error unless otherwise ordered by the Board. [199--20.4(14)]

7.20 ADJUSTMENT FOR ACCIDENTAL GROUND: Whenever it has been determined that Customer's high bill is caused by a provable, accidental ground on Customer's premises, and in making use of the best available information a consumption is thereby estimated attributable to such accidental ground, such consumption shall be billed at one-half the appropriate charges per kilowatt-hour per block of the appropriate rate, but at no less than 1.5¢ per kilowatt hour.

7.21 REFUNDS: If an adjustment to billing computed in accordance with Paragraphs 7.18 or 7.19 hereof results in a refund of $5.00 or more due an existing Customer or $10.00 or more to a person no longer a Customer of Company, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded. Refunds shall be made in the form of credits at Company's option, to existing Customers and so indicated on the bill. Refunds shall be made to the 2 most recent Customers who received service through any metering installation found to be in error. In the case of a previous Customer who is no longer a Customer of Company, a notice of the amount subject to refund shall be mailed to such previous Customer at the last-known address, and upon demand of Customer within 3 months thereafter, the Company shall issue a refund. Refunds shall be completed within 6 months following the date of the metering installation test. [199--20.4(14)]

7.22 SUMMARY BILLING: Summary billing is available to customers with five or more non- N
seasonal accounts (with a maximum of 100 per summary account) and good credit history. An N
"Application for Summary Billing" shall be completed for all summary billing requests. All N
individual meter accounts that are part of the summary billing shall be read on their regular N
meter route schedules with their bill transferred to the summary account. The summary account N
will issue the summary bill when the last individual account of the summary billing is regularly N
billed. A due date 20 days from the last individual account transferred to the summary account N
shall apply. The summary billed customer shall be required to pay the summary account N
balance in full each month. If there is an error with an individual account within summary N
account, the summary account shall be paid in full and any necessary adjustments will be made N
to the next month's summary bill. Summary billing accounts and the individual accounts in the N
summary account shall not be on budget billing, require a special due date, or be paid by EZ N
PAY electronic program. N