Rule No. 10

BILLING

10-1 Meter Reading Practice

A. The Utility shall normally read meters for all urban Customers at monthly or bimonthly intervals and for all rural Customers at regular intervals up to six months. The day of the month for reading any meter, as determined by the Utility, shall, as closely as practicable, be the same for each reading. The Utility, at its option and subject to the approval of the Commission, may read meters at less frequent intervals, if in the opinion of the Utility, such procedure tends to certain operating economies, but in no instance shall a meter be read less than once in twelve months.

B. In months when the meter reader is unable to gain access to the premises to read a meter on the meter reader's regular meter reading trip or in months when the meters are not read, the Utility may provide Customer with a postcard and request the Customer to read the meter and provide the Utility with a reading. Such reading may be furnished by returning the postcard with the reading thereon, by telephone, or by any means convenient to Customer. If such reading is not received by the Utility in time for billing, the Utility may estimate a meter reading and render a bill accordingly.

10-2 Budget Billing - Notwithstanding any other provisions of these rules, the Utility may adopt a billing practice under which a Customer may be billed monthly for a percentage or portion of the Customer's total annual consumption as estimated by the Utility. The purpose of such budget billing is to provide, insofar as it is practicable to do so, a uniform monthly bill for each month of a 12-month moving average consumption period.

10-3 Billing Periods - The Utility shall normally render bills regularly at monthly intervals. In all instances where meters are read less frequently than once each month, the Utility shall render a monthly bill based on an estimated meter reading for the intervening months. The Utility may, to meet unusual conditions, render bills at other than monthly intervals. Any difference between estimated and actual consumption shall be reconciled and paid to the Utility, or credited to the Customer, at least once each year.

10-4 Information on Bills - A bill shall show the reading date, the registration on the meter for the end of the billing period, the propane vapor used in dekatherms, the currently effective energy rates (for residential bills), the dekatherms and the total billing amount. Each point of metering shall be considered as a separate service except where a contract provides otherwise. The specified information shall be shown and the total billing amount separately calculated for each separate service.

10-5 Bills Due - All bills are due and payable fourteen (14) days after they are rendered and become delinquent thirty (30) days after they are rendered.

(continued)

Rule No. 10

BILLING

10-6 Billing Errors

A. For purposes of this section, a "customer billing error":

1. Includes any bill issued by the Utility that is not designated as an estimated bill and that understated the amount owed by the customer;

2. Includes the Utility's failure to bill a customer for service provided that would be billed to the customer under the Utility's normal billing practices;

3. Excludes errors that result from the theft of service by the customer; and

4. Excludes errors involving the Utility's industrial class customers.

B. Whenever the Utility discovers a customer billing error, the Utility may submit a bill to the customer for a period not to exceed the six months preceding the date the billing error is discovered.