



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 understates 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;
  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.

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**Date Approved** January 29, 2002  
**Docket No.** D2001.1.5 (Order 6353c)  
**Agenda No.** 02-01-29

Effective for service rendered on or after  
July 1, 2002

**PUBLIC SERVICE COMMISSION**

*Rhonda Simmons*

Secretary