RULE 17

Sheet 1 N

METER READING

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A. Meter Reading Schedule T

Meters shall be read as nearly as possible at regular intervals. The regular billing period for residential service shall be one month. The regular billing period for all other classes of service shall be one month unless credit relations or collection difficulties make shorter periods advisable. In such cases, the billing period may be reduced to two weeks or to one week at the Utility's discretion. When the Utility, at its sole discretion, elects to read a meter on a bi-monthly basis, it will adhere to the following: T, L T T

1. Provide a one-time payment or credit of $5.00 to the customer. This payment or credit will not be repeated for new customers locating within the affected area, after payments have been made.

2. Notify the customer in advance of the reason for the $5.00 payment or credit and the customer's course of action for remedy of complaints.

3. If the greater of five (5) percent or twenty-five (25) customers in the affected areas collectively object to the bi-monthly or quarterly meter reading, the Utility will revert the affected area to a monthly meter reading schedule.

4. Any payments made under Section 1. above, shall be treated as a normal Utility expense.

B. Reading of Separate Meters Not Combined T

For billing purposes, each meter upon the customer's premises will be considered separately and readings of two or more meters will not be combined except as follows:

1. The combinations of meter readings are specifically provided for in rate schedules. T

2. The maintenance of adequate service and/or the Utility's operating convenience requires the installation of two or more meters upon the customer's premises. (The applicability of this paragraph will depend upon the metering that would be utilized for new customers with similar service requirements.) T

C. Estimated Bills T

1. If, for reasons beyond the Utility's control, the meter serving the customer cannot be read on the scheduled reading date, or accurate usage data is not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the customer's prior usage, the Utility's experience with other customers of the same class in that area, and the general characteristics of the customer's operations. Adjustments for any under-estimate or over-estimate of a customer's consumption will be reflected on the first regularly scheduled bill rendered and based on an actual reading following the period of inaccessibility. Access to the meter, sufficient to permit the Utility to obtain an accurate read, shall be provided by the customer as a pre-requisite to the Utility making any adjustment of volumes of electricity billed on an estimated basis. T T T N N N N

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(Continued)

RULE 17

METER READING

C. Estimated Bills (Continued)

2. If estimated bills do not result from inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to the Utility's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 18.C. N

3. If, for reasons within the Utility's control, the meter cannot be read or accurate usage data are not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained in accordance with Rule 18 C. Such estimated bills shall be considered "billing error" for the purpose of applying Rule 18. Estimated consumption for this purpose will be calculated as described above. N T

D. AMI Meter Installation

If the Utility is unable to gain access to install an electronic meter reading device, the Utility may bill the customer for estimated consumption in accordance with C above for no more than three consecutive monthly billing periods.

E. Bills for Less Than 27 or More Than 33 Days

Except as otherwise provided in certain rate schedules and bills utilizing daily allowance billing, all bills, including opening and closing bills, for electric service rendered for a period of less than 27 days or more than 33 days will be computed in accordance with the applicable rate schedule and shall be prorated on the basis of the number of days service has been rendered to the number of days in an average month which shall be taken as 30 days. Proration will include the size of any commodity blocks and the amount of any customer charge, service charge, demand charge or minimum charge. Service establishment charges shall not be prorated.

F. Meter Re-reading

When a customer requests that the Utility re-read the same meter after a meter reading has taken place on the normal cycle meter reading date, the Utility will, upon completion of the re-read, charge the customer $15.00. This charge will not apply to a customer if the customer has not requested this service more than two times within a 12-month period. This charge shall be waived if the results of the meter re-reading indicate that the original meter reading resulted in the over statement of a bill to the customer.

G. Optional Meter Read Date

The Utility, at its sole discretion, may offer customers the option of selecting any Utility workday each month to have their meter read and their bill issued. The customer will be charged $15.00 per month for this service. This service is subject to resource availability.