

Rule No. 9
RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

Bills for service will be rendered each customer on a monthly or bi-monthly basis at the option of the utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for service that is rendered, but not both.

The customer may elect to receive, view, and pay regular bills for service electronically. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill delivery; except, however, all notices of termination of service shall be made in accordance with Rule No. 8. The customer may discontinue electronic billing upon 30 days notice.

1. Metered Service

- a. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills, and special bills.
- b. The opening bill for metered service shall be prorated as provided for in paragraph 3a, below.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
 - 1) Should a monthly billing period contain less than 27 days or more than 33 days, a pro rata correction in the amount of the bill will be made.
 - 2) The charge for metered service for a bi-monthly period will be computed by
 - 3) For billing periods other than monthly or bi-monthly, adjustments will be made proportionate to that for a monthly billing period.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kind of and the date of the current meter reading.
- e. Each meter on a customer's premises will be considered separately, and the readings of two or more meters will not be combined, except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience or necessity may require the use of more than one meter, or a battery of meters. In the latter case, the monthly minimum or readiness to serve charge will be the monthly minimum or readiness to serve charge of the applicable rate schedule of the size meter for which the battery of meters was substituted

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 949

ISSUED BY
D. P. STEPHENSON
NAME

(TO BE INSERTED BY C.P.U.C.)
DATE FILED JUN 13 2012
EFFECTIVE JUN 18 2012
RESOLUTION

DECISION NO. D.121-06-016

DIRECTOR - Rates & Regulatory
TITLE

Rule No. 9 (Continued)
RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills (Continued)

2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service shall be prorated as provided for in paragraph 3a below.
- c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period

3. Proration of Bills

- a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

1) Metered Service

The amount of the minimum charge (and the quantity allowed therefore) or the readiness to serve charge and the quantity in each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities. In no case will the total of bills rendered a customer at a particular premises be less than the minimum monthly charge for such service.

2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. In no case will the total of bills rendered a customer at a particular premises be less than the minimum monthly charge for such service.

3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period).

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. Bad Checks

- 2. Utility may charge \$10.00 for any bad check or electronic funds transfer not honored.

(TO BE INSERTED BY UTILITY)
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ISSUED BY
D. P. STEPHENSON

NAME

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SUPPLEMENT

CANCELLING

C.P.U.C. SHEET NO.

NEW

Rule No. 9 (Continued)
RENDERING AND PAYMENT OF BILLS

C. Late Payment Charge.

A late payment charge of 1.5% may be applied to the total unpaid balance of a domestic or nondomestic Customer Account if the customer's payment is not received before the past due date shown on the bill. Customers will be notified on the monthly issued bill that such a late payment fee will be applied to any account that is not paid before the past due date.

The fee shall be applied at the time a late payment notice is issued. If the customer pays the balance on the date the late payment notice is mailed, then that assessed fee will be forgiven. The fee shall be assessed on all open balances regardless of whether it is an initial or subsequent bill when a total balance has not been paid or there should have been a shut off for non-payment. The fee shall be compounded on all balances that are past due, unless the customer is under a payment agreement or over 180 days old on wastewater customers. CAW and ORA agree that there should be 15% reduction factor on late payments as a result of the implementation of the fee.

Low Income Rate Assistance (LIRA) customers are exempt from application of the late payment charge.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 1072-B

ISSUED BY
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