

Hibbing Public Utilities
Policy Number: CUST001billingerrors
Date: September 22, 2009

Subject: BILLING ERRORS

On occasion a customer may be overcharged or undercharged as a result of an incorrect meter reading, incorrect application of the rate schedule, application of an incorrect multiplier or constant, a malfunctioning meter, or for a variety of other reasons.

Overcharged amounts will be refunded to the customer, and undercharged amounts will be billed to the customer. When it has been determined that the meter has stopped and is a malfunctioning meter, the service will be estimated based on a five (5) year average of that service for the same month. Or in a case when HPUC does not have history of that service, it will be determined by previous monthly averages. In some cases, HPUC might wait for history on the new meter to determine an average. **The refund or charge due to billing errors will cover a period of up to one year maximum.** It will never exceed one year under any circumstances. If the date the error occurred can be determined with reasonable certainty, the refund or charge will be computed from that date, but in no event for a period longer than one year.

Customer Refunds

If an existing customer is owed at least \$1.00 or a former customer is owed at least \$2.00, a refund will be made by the HPUC. The full amount of the difference between the incorrect amount paid and the recalculated amount will be refunded to the customer. The refund will be in cash or credit on a bill. Credits will be shown separately and identified on the bill. If a refund is due to a former customer, a notice will be mailed to the last known customer address. The HPUC will refund the amount due upon demand made by the customer within three months of the notice.

Customer Charges

If a customer owes the HPUC at least \$10 due to an undercharge, the HPUC will bill the customer for the amount due.

September 22, 2009
Adopted by Commission Action