D. CORRECTED BILLS (cont.)

(N)

(N)

(M)

(M)

1. Overbilling

The Company shall issue a corrected bill for the period that the overbilling occurred. However, the Company shall not be required to provide refund or credit for overbilled amounts that occurred more than 72 months before the Company discovered the overbilling.

1. Underbilling

The Company shall issue a corrected bill for the period that the underbilling occurred. However, the Company will not collect from the Customer any underbilled amounts that occurred more than six months from the date the Company discovered the underbilling, unless one of the following provisions apply:

* 1. The Company determines the underbilling was caused by tampering or interference with the utility's property, use of the utility's service through an illegal connection, or the fraudulent use of a utility's service; or
  2. The Company determines a longer collection period is appropriate for a corrected bill issued for a Nonresidential Service due to circumstances such as the complexity of specific accounts, changing metering configurations, load changes of large industrial customers, special meter configuration involving current transformers, or wiring reconfiguration by the Customer. The Company must report to the Commission within sixty days the reasons for any adjustments longer than six months.

1. Corrected Bill Information

When a corrected bill is issued, the Company will provide Customers the following information:

* 1. The reason for the bill correction;
  2. A breakdown of the bill correction for each month included in the corrected bill;
  3. The total amount of the bill correction that is due and payable;
  4. The time period covered by the bill correction; and
  5. When an underbilling occurs, an explanation of the availability of payment arrangements for underbilled amounts.
     + 1. RETURN PAYMENT CHARGE:

A service charge, as specified in Schedule 300, may be assessed and collected by Company for each payment not honored by the Customer’s financial institution.