

**RULE F
BILLINGS**

1. Basis for Billing

A. Generally

Unless specifically provided otherwise in a rate schedule or in a contract, the Company's rates are based upon the furnishing of continuous Electricity Service to the Customer's Premises at a single Service Point (SP), and at a single voltage and phase. If the Company agrees to additional SPs, each SP is separately metered and billed and treated as a separate Line Extension under the provisions of Rule I. (C)

B. Individual Metering

Each separately operated business activity and each separate building is individually metered and billed except:

- 1) Where two or more buildings on one Premises are occupied and used by one Customer in the operation of a single and integrated business enterprise, the Company may furnish Electricity Service for the entire group of buildings through one service connection at one SP; and (C)
- 2) Where a site has service measured and billed from a single meter, a Customer will furnish Electricity to the tenants on its Premises, provided the cost to the tenant for such Electricity is included as a general cost in the rent and is not separately billed or paid.

C. Continuing Nature of Charges

Disconnect and reconnect transactions do not relieve a Customer from the obligation to pay Basic or Minimum Charges that accumulate during the periods where the Company makes Electricity Service available but such service is not used by the Customer.

D. Tax Adjustment

A separately stated tax adjustment is billed in any community or area where a governmental authority imposes a tax or assessment in excess of the limit established by the Commission in OAR 860-022-0040 and 0045.

E. **Resale**

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1) Electricity Service will not be supplied for resale, except on Premises and through installations where a Customer engaged in resale to tenants prior to November 5, 1973. In such cases, the Customer will bill the tenants at the Company's applicable rates or, if approved by the Company, at the Company's average rate per kWh (the Customer's total bill for Electricity including all charges, adjustments and taxes divided by the associated kWh). The Company will allow billing at the Customer's average rate when the Customer does not have adequate metering to bill tenants at applicable rates or the usage characteristics of the tenants do not lend themselves to standard billing.

2) Electricity service used for the exclusive purpose of transportation fuel is exempt from restriction of resale as directed by OPUC Order 12-013, which "*explicitly permits a customer to re-sell electricity as motor fuel consistent with ORS. 757.005(1)(b)(G)*".

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2. **Customer to be Billed; Responsibility for Payment**

The Customer receiving Electricity Service is responsible for payment of all Company charges except when an ESS is providing consolidated billing as specified in Section (2) of Rule G. In such case, the ESS is responsible for payment of Direct Access Service and other Company charges.

Customers are responsible for checking their billings and verifying their accuracy.

When a change in occupancy occurs or the Customer otherwise chooses to close an account, the Customer must provide five business days' notice to the Company, before the change will go into effect. The Company may accept a change of occupancy notification from a third party. The Company may refuse to process a change of occupancy until it receives satisfactory evidence of the third party's authority to request such a change. The outgoing Customer (or serving ESS if it is providing a Consolidated Bill) is held responsible for all service supplied to the Premises until the account is closed.

3. **Application for Site**

In order for multiple accounts to be billed as a Site, the Customer must either obtain Site certification through the Oregon Department of Energy (ODOE) or request Company certification.

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To request Company certification, the Customer must provide a list of all account numbers and maps or other supporting documentation to demonstrate that these accounts comprise a Site. The Customer will be required to sign and return a letter of understanding before any billing changes are effective.

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As a Site, the Customer's primary account will be assessed the maximum \$500 Schedule 115 charge. When the Customer's usage is seasonal, the Company will review the usage from all accounts comprising the Site and assess the maximum or less than the maximum charge as applicable. For nonseasonal Customers, if the combined usage from all accounts comprising the Site is such that the total Schedule 115 charge based on kWh would be less than \$500 a month, the Customer is responsible to provide sufficient documentation to the Company in order to be refunded any overpayment. For purposes of Schedule 108, the Customer must be certified as a Site with ODOE and have completed a certified project. Once the project is certified, the Customer must notify and provide documentation to the Company before Schedule 108 billing changes will be made.

4. Meter Readings

A. Generally

The Company will keep a record of at least three years of meter readings. Meter readings are the basis for determining all bills rendered for metered service.

B. Assessed Demand

At the Company's option, Demand may be determined by test or assessment. The assessed Demand of each motor is the nameplate horsepower of the motor multiplied by 0.825 rounded to the nearest whole kW.

C. Estimated or Prorated Meter Readings

The amount of Electricity, Demand or Reactive Demand used by the Customer is estimated by the Company from the best available sources and evidence in the following circumstances:

- 1) Where a meter is inaccessible due to conditions on the Customer's Premises; or
- 2) When it is determined that the amount of Electricity, Demand, or Reactive Demand used was different from that recorded or billed; or
- 3) In preparing opening and closing bills. It is the normal practice of the Company, however, to make reasonable efforts to prepare opening and closing bills from actual meter readings.

D. **Incorrect Metering or Billing**

- 1) When Utility Service has been unmetered, incorrectly metered or billed, regardless of cause, the Company in accordance to OAR 860-021-0135, may adjust its billings and issue a corrected bill to collect under billed amounts or must issue a refund or bill credit for previous amounts over billed.
- 2) Except as provided in Section (5) of this rule, when an adjustment is necessary:
 - a) The Company may rebill the Customer the correct amounts when an under billing is identified. The Company may not rebill for charges accruing more than two years before the date on which the Company identified the incorrect bill. The rebill may not include charges accruing more than 12-months from the date of the last incorrect bill.
 - b) The Company must refund the Customer when an over billing is identified. The Company may not refund amounts overpaid more than three years before the date on which the Company identified the incorrect bill. The refund period may not include overpayments made more than 12-months from the date of the last incorrect bill.
- 3) The Company will provide written notice to the Customer detailing the circumstances of the adjustment, time period, the adjusted amount of an under or over-billing and the Commission's dispute process. If an over-billing occurs, the Customer will have the option of a refund or a bill credit. For an under-billing, the Company will offer the Customer a time payment agreement or renegotiate the terms of an existing time payment agreement to include the under-billing. A time payment agreement will not apply if the under-billing is due to the conditions listed in Section (4) of this rule.
- 4) If the under-billing is the result of fraud, tampering, diversion, theft, misinformation, false identification or any other unlawful conduct on the part of the Customer or former Customer, the Company may bill for and collect the full amount owed to the Company without limitation.
- 5) The Company may waive re-billing or issuance of a refund when costs of taking such action are uneconomical or when a meter is found to be less than 2% fast or slow.

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E. **Special Meter Reading**

The Special Meter Reading Charge, as set forth under Schedule 300, is applied when a Customer has requested more than one Special Meter Reading during the preceding 12-month period to verify the accuracy of a previous meter reading. If the Special Meter Reading results in a billing correction, the Company will waive the Special Meter Reading Charge.

F. **Unmetered Loads**

Electricity Service to fixed loads with fixed periods of operation, such as streetlights, Schedule 92 traffic lights, television amplifiers and other similar installations, may be unmetered for the convenience and mutual benefit of the Customer and Company. Monthly usage is billed in accordance with the Customer's applicable rate schedule. Customers have the responsibility of notifying the Company of changes in connected load. Without such notice, the Company is not obligated to make retroactive adjustments to billings or continue to offer unmetered service to the fixed load.

G. **Special Demand**

All rate schedules are based upon loads for which standard Demand measurements reflect adequately the burden imposed on the Company's system. If a Customer has a load with large short-period fluctuations, the Company reserves the right to employ a Special Demand determination.

H. **Reactive Demand**

All rate schedules assume that the Customer takes a minimum of Reactive Demand. Charges in the rate schedules for Reactive Demand are separate from and in addition to charges under the monthly rate for Demand and Electricity or under any minimum charge. Where the Customer installs equipment to supply part or all of its Reactive Demand requirement, such equipment must be switched in a manner acceptable to the Company. Separate charges for Reactive Demand will not be made when the Customer's Reactive Demand is 30 kVar or less.

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5. **Presentation and Payment of Bills**

A. **Generally**

The rate schedules in this Tariff set forth the rates for one Billing Period. However, the Company may read meters and render bills for a period shorter or longer than one Billing Period, in which case the charges based on one month of service (e.g. monthly Basic Charges, charges for Facility Capacity and other Demand related charges) and the number of kWh in each of the rate blocks of the rate schedules will be prorated by multiplying by the number of days in the period and dividing by 30. The number of days in the Billing Period must be less than 27 or more than 34 for a bill to be prorated.

B. **Prorating Initial and Closing Bills**

Initial and closing bills are prorated, unless the time between initial and final use of service is less than 27 days.

C. **Prorating for Tariff Changes**

Changes in Tariff charges or provisions which become effective with service rendered as of a particular date rather than upon the date of meter readings or billings are prorated based on the number of days during the Billing Period that service was provided under the former and revised rate schedules unless the Company is billing on a daily basis using daily readings.

D. **Payment of Bills**

All bills are due and payable 15 days from the date of presentation, unless otherwise specified on the bill. The date of presentation is the date on which the Company mails or transmits the bill.

Customers who meet eligibility requirements may request a due date different than the date designated for that customer's regular billing cycle. At no time will the actual due date be earlier in a calendar month than the date requested by the customer, but it may vary up to 7 days. A Customer may change their bill due date up to two times within a 12 month period.

Non-cash payments remitted by Customers in payment of bills are accepted conditionally. A Returned Payment Charge, set forth under Schedule 300, is assessed when the Customer's financial institution refuses to pay as charged.

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If a Customer's non-cash payment is returned by the Customer's financial institution within the last 12 months, future payments must be made in cash, money order, verified credit card payment or cashier's check.

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E. Processing of Payments

The Company will allocate payments from Customers in the following order:

- 1) Past due deposits or installments;
- 2) Required deposits currently due;
- 3) Past due regulated charges for Electricity Services;
- 4) Current regulated charges for Electricity Services;
- 5) Past due charges for optional services by oldest date first; and
- 6) Current charges for optional services.

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F. Budget Pay Plans

Budget Pay Plans are available to Residential Customers who have satisfactory credit and have no past due balance on their account. At the Company's option, Small Nonresidential Customers that are not receiving Direct Access Service may also be offered these plans. No additional charges will be made for rendering bills under a Budget Pay Plan. The Company may adjust a Customer's budget pay amount if changes in the Customer's usage patterns or other factors cause the budget pay amount to no longer accurately reflect the Customer's actual billings.

The Company may discontinue a Customer's Budget Pay Plan if the Customer fails to pay the monthly budget pay amount in full by the due date. Customers may discontinue participation in the Budget Pay Plan upon notification to the Company. If a Budget Pay Plan is discontinued, the Customer must pay any unpaid balance determined by subtracting the total amount paid under the Budget Pay Plan from the total amount the bills would have been, based on the actual kWh used. If a budget pay plan is voluntarily or involuntarily discontinued, the Company is not obligated to offer another Budget Pay Plan to that Customer for a period of 12 months from the time the plan was discontinued.

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Budget Pay Plans (Continued)

Other monthly charges, such as financing contract and area light charges, will be added to the Customer's monthly bill but are not included when computing the monthly budget pay amount. The Company offers:

1) **Equal Pay Plan**

The monthly payment amount is based upon 1/11 of the anticipated annual bill, adjusted as necessary for Tariff changes. After the annual equal pay anniversary date, the Customer will be charged or credited the difference between the actual usage and the forecasted usage in addition to the updated equal pay amount. Annually, Customer accounts are reviewed to determine the equal pay amount for the subsequent 12 months. Outside of the annual review, at the Customer's request, a present account balance can be settled. Adjustments in the equal pay amount may be made by the Company at times other than annually if the Customer's actual bill would differ significantly from their previously calculated anticipated annual bill.

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G. **Time Payment Agreements**

Residential Customers who are notified of pending disconnection may choose between two Time Payment Agreement options: a levelized payment plan and an arrearage plan as described in OAR 860-021-0415.

H. **Credit Balance**

Except where a Customer is on a Time Payment Agreement, an amount paid in excess of what is owed the Company for services rendered and other applicable charges will be carried as a credit balance on its account and applied to bills for future service unless the Customer requests a cash refund. When a customer on a Time Payment Agreement pays more than the billed amount, the excess payment will be applied to the principal due.

I. **Forced Shutdown of Customer's Operations**

If a Nonresidential Customer's productive operations are completely shut down for a continuous period of more than 15 days solely by reason of fire, flood, wind, action of the elements, acts of God, or other accident or casualty beyond the Customer's control, and the Customer so notifies the Company in writing immediately upon the Customer's knowledge of such event, any minimum charge provision of the applicable rate schedule will be waived during the time of such shutdown. During such time, bills will be computed on the basis of actual Demand and Electricity use and prorated to the number of days involved. The Customer will give notice to the Company prior to resumption of any productive operations.

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J. **Late Payment Charge**

A Late Payment Charge may be assessed to any account that is not paid in full each month. For Residential Customers, the Late Payment Charge will be computed as specified in Schedule 300 and applied to the delinquent balance no earlier than at the time of preparing the subsequent month's bill. A Nonresidential Customer may be assessed a late payment charge against any account that is not paid in full each month. A Late Payment Charge will not be applied to a Residential account with a Time Payment Agreement or a Budget Pay Plan that is current.

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K. **Bill History Information Service Charge**

Advance payment of the Bill History Information Service Charge, as specified in Schedule 300, is required for each year of requested prior bill information beyond the most recent 12 months. No charge is assessed when the billing information is required to resolve billing disputes filed with the Commission. The Company will provide unformatted and unanalyzed interval usage data, if available, to a Customer who requests such data for the Customer Interval Data Charge specified in Schedule 300. In the case where a Customer requests formatted and analyzed interval data, the charge will be based on a mutually agreeable charge.

RULE F (Concluded)