

Memorandum

Residential

III. Meter Reading, Billing, Collection and Estimated Bills:

C. Meter Reading and Estimated Bills:

- (a) Should any meter or measuring device used under an agreement for service for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of inability of Company to read a meter or measuring device, the usage of service by such customer may be estimated by Company on the basis of the available data and the customer billed accordingly.

At the option of the Company, meters shall be read either monthly or bi-monthly.

Non – Residential

III. Meter Reading, Billing, Collection and Estimated Bills:

D. Meter Reading and Estimated Bills:

(a) Meter Reading:

- (1) The Company shall make a reading attempt, to obtain an actual reading for every customer's account, on the regularly scheduled basis.
- (2) A reading attempt requires that a meter reader visit the premises between 8:00 AM and 5:00 PM on a business day, and follow any routine access instructions.

(b) Estimated Bills:

- (1) The Company may render an estimated bill for a regular cycle billing period only when:
 - (iv) Circumstances beyond the control of the Company prevented the meter reader from making a premises visit;

The company shall determine whether the meter should be scheduled for reading on a monthly or bimonthly basis.