



Section 4.09 BILLING ADJUSTMENTS

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GENERAL: If a Meter or billing error results from 1) an incorrect reading of the Meter; 2) an incorrect application of a rate schedule; 3) an incorrect connection of the Meter; 4) an application of an incorrect multiplier or constant; or 5) other similar errors affecting billings as described in South Dakota Administrative Rules 20:10:17:09, the overcharge shall be refunded to the Customer or the undercharge may be billed to the Customer, consistent with the South Dakota Administrative Rules, these General Rules and Regulations, and the Company's applicable rate schedule(s).

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A refund or charge shall be calculated as accurately as possible from the date of the error. However, for a Residential Customer, a charge for a slow Meter may not exceed one year.

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If the error date cannot be fixed with reasonable certainty, a refund or a charge is limited to one year consisting of the 12 months prior to the date the error is discovered.

BILLING FORMAT: The first bill rendered after a recalculation of charges is to be separated from the regular bill and the charges explained in detail.

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