

**JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION
OPERATIONAL POLICY**

Policy No.215

ADOPTED: FEB. 22, 1993

AMENDED: JANUARY 24, 2008

BOARD APPROVED: OCTOBER 7, 2014

Subject: Meter Errors/Other Billing Discrepancies

I. Objective

To set forth a procedure to resolve billing discrepancies caused by metering problems. To establish an adjustment procedure for billing inaccuracies as a result of the testing process.

II. Policy

- A. If a meter test shows an inaccuracy of more than plus or minus 2%, an adjustment for the amount to bring the meter accuracy to 100% will be made on the customer's account.
- B. In the event a member is over-billed for electric service due to a metering problem or billing error, a credit will be issued from the date the error was discovered for up to 180 days past service.
- C. In the event a member is under-billed for electric service due to a metering problem, or billing error, a bill will be sent for the past due amount for up to 180 days from the time the billing error was discovered.
- D. Meters found to be within plus or minus 2% accuracy shall not result in any billing adjustment unless some evidence of meter tampering is evident.
- E. In the event a meter tampering or power diversion is discovered, payment shall be required for the maximum period allowed by law. (See Policy [216-Meter Fraud](#))

III. Responsibility

- A. The Board of Trustees is responsible for a periodic review of this policy and shall approve all changes to the policy.
- B. The General Manager is responsible for the implementation of the policy.