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## **POLICY BULLETIN NO. 111**

### **SUBJECT:**

Recovery from consumers upon discovery of billing errors

### **POLICY:**

- A. To establish a time period for the cooperative to recover amounts owing from a consumer after discovery of a billing error.
- B. This policy shall apply to all consumers, patrons, and members of the cooperative.
- C. Except as set forth below and only in those situations in which the error is inadvertent or unintentional, whenever the cooperative discovers a billing error, by reason of which payment is over due to the cooperative, the cooperative may bill that consumer, patron, or member, for a period up to but not exceeding one year after the date on which the billing error is actually discovered.
- D. The bill to be submitted shall be based on the average monthly use for a period of one year (or such lesser time if records for one year are not available) preceding the error. If records preceding the error are not available, then averages for months after discovery of the error may be used and considered. The cooperative may base the billing on the use by similar consumers, patrons, or members, or may use such other method of estimating the power usage, as cooperative in its sole discretion deems fair and equitable. The cooperative may increase the monthly estimates obtained by averaging previous or subsequent use, if the consumer, patron, or member has materially increased his load requirements since the error occurred.
- E. This one-year limitation shall not apply to consumers, patrons, or members who have intentionally, deliberately or fraudulently altered, misread or misreported meter readings, or who have bypassed or tampered with electric service as defined in MCA 69-4 -1102.
- F. This policy does not limit or prohibit the cooperative from reporting violations of Montana law prohibiting meter bypassing or tampering as defined therein.
- G. This policy shall apply prospectively only to consumer billing errors discovered after the date of adoption of this policy.

### **RESPONSIBILITY**

The CEO and CFO shall each have the responsibility for the administration of this policy.