

Rule 17
ADJUSTMENT OF BILLS AND METER TESTS

Sheet 3

(Continued)

D. Adjustment of Bills for Billing Error.

A Billing Error is an error by SCE which results in incorrect billing charges to the customer. Billing Errors may include incorrect meter reads or clerical errors by an SCE representative such as applying the wrong rate, wrong billing factor, or an incorrect calculation. Billing Error shall also include failure to deliver a bill, actual or estimated, in a timely manner in accordance with Rule 9.A.2. (T)

If estimated bills do not result from inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to SCE's facilities on the customer's Premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "Billing Error" for the purpose below. (T)

Billing Error does not include a Meter Error or Unauthorized Use, nor any error in billing resulting from meter dial over caused by other than SCE; switched or mismarked meters by other than SCE; improper customer wiring; blown fuse in one energized conductor; inaccessible meter; failure of the customer to notify SCE of changes in the customer's equipment or operation; or failure of the customer to take advantage of a rate or condition of service for which the customer is eligible; or failure to issue a bill in accordance with Rule 9.A.2. due to a natural or man-made disaster such as fire, earthquake, flood, or severe storms. (T)

Where SCE overcharges or undercharges a customer as the result of a Billing Error, SCE may render an adjusted bill for the amount of the undercharge, and shall issue a refund or credit to the customer for the amount of the overcharge for the period of the Billing Error, but not exceeding three years in the case of an overcharge, and, in the case of an undercharge, not exceeding three months for residential service to a SCE-metered Single-Family Dwelling or Accommodation as defined in Rule 1, Definitions, and three years for all other service. (T)

E. Adjustment of Bills for Unauthorized Use.

Unauthorized Use is the use of energy in noncompliance with SCE's tariffs or applicable law. It includes, but is not limited to, meter tampering, unauthorized connection or reconnection, theft, fraud, intentional or unintentional use of energy whereby SCE is denied full compensation for electric service provided.

Where SCE determines that there has been Unauthorized Use of electric service, SCE may bill the customer for SCE's estimate of such unauthorized use. However, such estimated bill shall indicate unauthorized use for the most recent three years and, separately, unauthorized use beyond the three-year period for collection as provided by law.

Nothing in this Rule shall be interpreted as limiting SCE's rights under any provisions of any applicable law.

(Continued)

(To be inserted by utility)

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Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)

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