

**PSC 185.19 Meter readings and billing periods.** Readings of all meters used for determining charges to customers shall be scheduled monthly, bimonthly, quarterly, semi-annually or for such other period as may be authorized by the commission. An effort shall be made to read meters on corresponding days of each meter-reading period. The meter reading date may be advanced or postponed not more than 10 days without adjustment of the billing period. Bills for service shall be rendered within 40 days from the reading of the meter except as may be otherwise specifically authorized by the commission.

**History:** Cr. Register, May, 1959, No. 41, eff. 6-1-59.

**PSC 185.20 Billing.** (1) Each bill, including the customer's receipt, shall show the present and last preceding meter readings, the date of the present reading, the number of units used, the net and gross amount of the bill, the date after which the gross amount must be paid, and the rate schedule under which the bill is computed. In lieu of including the rate schedule on the bill, the utility may, whenever a rate change becomes effective and at least once each year, supply each customer with the schedule of rates at which the bills are computed and any other rates that might be applicable. Minimum and estimated bills shall be distinctly marked as such.

(2) (a) If the billing period is longer or shorter than allowed in section PSC 185.19, the bill shall be prorated on a daily basis unless other provision is made in the utility's filed rules.

(b) If the utility reads the meters at the end of each billing period, the utility may leave meter reading forms when access to meters cannot be gained. If requested by the customer, the utility shall provide such forms. If no form is left or the form is not returned in time for the billing operation, a minimum or estimated bill may be rendered. In cases of emergency, the utility may render minimum or estimated (average) bills without reading meters or supplying meter-reading forms to customers. Only in unusual cases or when approval is obtained from the customer shall more than two consecutive estimated bills be rendered.

(c) If an estimated bill appears to be abnormal when a subsequent reading is obtained, the bill for the entire period shall be computed at a rate which contemplates the use of service during the entire period and the estimated bill shall be deducted. If there is reasonable evidence that the use occurred during only one billing period, the bill shall be so computed.

(3) (a) Credits due a customer because of meter inaccuracies, errors in billing, or misapplication of rates shall be shown separately and identified.

(b) The original billing rendered because of meter inaccuracy, or error in billing, shall be separated from the regular bill and the charges explained in detail. Subsequent to the first billing, the amount may be shown as a separate item on the regular bills.

**History:** Cr. Register, May, 1959, No. 41, eff. 6-1-59.

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