

## 8.8 Adjustment of Errors

### 8.8.1 Period to be Adjusted

#### 8.8.1.1 Meter Malfunction

If a meter in service is tested and found to have over-registered the amount of power delivered by more than two percent, CEC shall recalculate the bills for service from the known date of error, and shall make a refund or credit for the entire over-registered amount if it exceeds \$5. If the beginning date of error is unknown, CEC shall refund or credit the most recent consumer of record for the billed error for the period since the meter was last tested, not to exceed six months, or the period during which the most recent consumer of record received service through the meter, whichever period is less.

If the meter of a residential or small commercial consumer is tested and found to have under-registered the amount of energy or power delivered, a utilityCEC may will not charge the consumer for any underbillings unless there is evidence of meter or electric service tampering by the consumer. If the meter of a wholesale, large power, or large commercial consumer is tested and found to have under-registered the amount of energy or power delivered, CEC may charge the customer for underbillings for usage for no more than the four previous months unless there is evidence of meter or electric service tampering by the consumer. ~~If, for any reason, an electric meter fails to properly record the amount of usage or demand, CEC will estimate the bill based on the information available to CEC. In this case, CEC will correct the billing error for a period not to exceed three billing periods, not counting the billing period in which the error was found or recorded.~~

#### 8.8.1.2 Billing Error

Except as provided for in Section 8.1.1.1, CEC may render a “make-up” bill, without finance charge, for service that has not been billed as a result of a CEC billing error or more than two consecutive estimated bills. Make-up bills are subject to the following restrictions: (1) the initial make-up bill must be issued within six months after provision of the previously unbilled service; and (2) the period for payment of the make-up bill may, at the option of the consumer, (A) extend at least as long as the period during which the excess amount accrued; or (B) extend as long as necessary so that the quantity of service billed in any one billing period is not greater than 150 percent of the normal estimated quantity for that period.

In case CEC shall, for any reason, incorrectly over-bill a consumer, upon discovery, CEC will correct such billing error for a period not to exceed ~~three-six billing periods~~ months, not counting the ~~billing period~~ month in which the error was found or reported.

8.8.1.3 ~~Fraud, Meter or Electrical Service Tampering, Or Damage To CEC Property~~  
~~If there is evidence of meter or electric service tampering by the consumer#~~  
~~the consumer's meter is damaged, tampered with, or for any other reason~~  
~~other than a meter malfunction, fails to record the proper amount of energy or~~  
~~demand used by that consumer,~~ CEC will calculate or estimate the  
consumption based on the information available to CEC. In this case, the  
period to be corrected will be the period in which the damage, fraud, or theft  
occurred or is estimated to have occurred based on the information available  
to CEC.