**Adjustment of Utility Bills**

Except as provided in sections (15.5) and (15.6) of this rule, if the PUD determines that a current or former customer of the PUD was under-billed or over-billed for a service provided by the PUD under rate schedules or special contracts in effect when the service was provided:

(a) The PUD may issue a bill to collect amounts previously under-billed during the 24-month period ending on the date on which the Customer or former Customer was last under-billed. The PUD will not bill for services provided more than two years before the date the PUD discovered the under-billing.

(b) The PUD will issue a refund or bill credit for amounts previously over-billed during the 24-month period ending on the date on which the Customer or former Customer was last over-billed. The PUD is not required to issue a refund or bill credit for amounts over-billed more than two years before the date the PUD discovered the over-billing.

If the under-billing was the result of fraud, tampering, diversion, theft, misinformation, false identification, or other unlawful conduct on the part of the Customer or former Customer of the PUD, the PUD may collect full payment for any amount owed without limitation including interest, penalties, attorneys’ fees and collections costs.

When the PUD issues a bill to collect under-billed amounts, a current or former Customer of the PUD, may enter into a Time-Payment Agreement. If the PUD Customer is already on a time-payment plan, the PUD may offer to renegotiate the payment plan to include the under-billing error.

When the PUD requires payment for amounts previously under-billed, the PUD will provide a written notice that explains:

(a) The circumstance and time period of the under-billing;

(b) The corrected bill amount and the amount of the necessary adjustment;

(c) The complaint process; and

(d) The right of current or former Customers of the PUD to enter into a time-payment agreement with the PUD.

 A billing adjustment is not required if an electric meter registers less than a two (2) percent error under conditions of normal operation.

The PUD may waive rebilling or issuing a refund check when costs make such action uneconomical.