



Accepted Utah PSC
Docket No.: 22-030-04

ELECTRIC SERVICE REGULATION NO. 11

XI - ADJUSTMENTS OF ERRORS

1. Types of Errors: Over reading or under reading the meter, failure of the meter to properly register, application of wrong multiplier, wrong kW demand, wrong contract minimum, wrong member services charge, wrong rate schedule, wrong tax rate, or any other errors.
2. In the event a member is incorrectly billed, the incorrect bill shall be calculated back to the date the error occurred but for a period not to exceed 24 months.
3. The payment of any back billing on the part of a member or refunding on the part of MLEA may be subject to negotiation between the parties involved but under no circumstances will MLEA include interest charges in the back billing nor pay interest in making a refund.