

MOON LAKE ELECTRIC ASSOCIATION, INC.
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 Consumer services charge, wrong rate schedule, wrong tax rate, or any other errors.
2. In the event a consumer is incorrectly billed, the incorrect bill shall be calculated back to the date the error occurred but for a period not to exceed twenty-four (24) months.
3. The payment of any back billing on the part of a consumer or refunding on the part of the Association may be subject to negotiation between the parties involved but under no circumstances will the Association include interest charges in the back billing nor pay interest in making a refund.