

**CLEARWATER POWER COMPANY**  
**Lewiston, Idaho 83501**

**POLICY BULLETIN NO. 86**

**SUBJECT:** Billing

**POLICY:**

Bills will be rendered monthly, beginning from the date service is made available by the Cooperative and accepted by the Member, and are due and payable within twenty (20) days from the date of the bill. Failure to receive a bill will not release a Member from the obligation of payment, or any charge for nonpayment within the time specified.

**RESPONSIBILITY:**

General Manager, Manager of Member Services, Director of Member Services, and Member Services Personnel

**PROCEDURE:**

1. Billing Periods: Each billing period shall be from the date of the previous month's bill to the date of the current month's bill and will consist of an approximate thirty (30) day period.
2. Estimated Bills: If the Cooperative is unable to read a Member's meter using its Advanced Meter Infrastructure (AMI) System, the Cooperative shall estimate the bill based upon the account's winter or summer average, whichever is applicable. This method shall also apply in cases due to faulty metering during any billing period.
3. Late Charge: Bills are due and payable within twenty (20) days from the date on the bill. In the event the monthly bill is not paid when due, a Late Charge in accordance with Policy Bulletin No. 68A (Fee Schedule) shall apply.

If a consumer shall fail to pay any bill on or before the twentieth (20<sup>th</sup>) day following the billing date, such bill will be considered delinquent and subject to Policy Bulletin No. 87 (Collecting for Electrical Service and Miscellaneous Accounts Receivable).

4. Corrected Billing: The Cooperative may prepare a corrected billing whenever it is determined to be inaccurate for reasons such as: a malfunctioned or failed meter, estimated usage, incorrectly installed or programmed metering equipment, errors resulting from the billing preparation, or the application of an inappropriate rate schedule. The proper rate schedule shall be determined according to the rate schedule applicability as defined in the Cooperative's Policy Bulletins.

5. Corrected Billing Time Period: If the Member was overcharged or undercharged, the corrected billings may go back for a period not to exceed one (1) year.
6. Refunds and Collections of Corrected Billing: The Cooperative shall promptly prepare a corrected billing indicating the refund due the Member or the amount due the Cooperative.
- a. A Member who has been undercharged shall be given the opportunity to make payment arrangements on the amount due. At the Member's option, the term of the payment arrangement may be extended for the length of time that the undercharge was corrected for.
  - b. A Member who has been overcharged shall be issued a credit to the Member's account.
7. Service at Primary Voltage: All service to be furnished at primary voltages shall be covered by the applicable rate schedule.

**SOURCE:** Adopted by Board Resolution - November 13, 1961.  
Amended in Part - December 15, 1965; June 18, 1975;  
October 19, 1977; February 20, 1980; April 21, 1982;  
January 16, 1985; April 23, 1986; February 21, 1990;  
September 15, 1993; February 28, 2001; November 28, 2007;  
April 20, 2011; February 28, 2012; January 16, 2013; January 17, 2018.  
Board Reviewed - July 15, 2009; January 20, 2016.