



Effective February 11, 1992
Amended April 11, 2008

Marquette Board of Light and Power
**Billing Adjustment Policy
for Metering and Billing Errors**

1. The following limitations shall apply to the overcharging of customers of the Marquette Board of Light and Power (MBLP):
 - A. If a customer has been overcharged as a result of incorrect reading of the meter, incorrect use of meter constants, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of overcharge shall be adjusted, refunded, or credited to the customer.
 - B. The MBLP will not adjust, refund, or credit an overcharge beyond the three year period immediately preceding discovery of the billing error. The cumulative total refund(s) that the MBLP will refund shall not exceed the total overcharge error(s) occurring during the three year period immediately preceding discovery of the error.
 - C. In the case of a previous customer who is no longer a customer of the MBLP, a notice of the amount due shall be mailed to the customer at their last known address, and the MBLP shall, upon demand made within six months thereafter, refund the same.
 - D. Interest will not be paid on overcharge refunds.
 - E. No credit or refund will be made in a net amount of less than \$2.00.

2. Except in cases of tampering, fraud, or improper customer wiring, the following limitations shall apply to the back billing of customers of the MBLP:
 - A. If a customer has been undercharged as a result of incorrect reading of the meter, incorrect use of the meter constants, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the undercharge shall be billed to the customer.
 - B. Back billing will be limited to the one year period immediately preceding discovery of the error except as otherwise provided in #3 C. (below) and in the case of self-read and seasonal meters. In the case of a self-read and seasonal meter, the MBLP shall have the option of back billing to the date of the most recent utility meter audit inspection preceding discovery of the error.
 - C. In instances where the utility could not have detected the error through regular meter readings or the exercise of reasonable diligence in preparing and reviewing a customer's bills and records, back billing will be limited to the three year period immediately preceding discovery of the error.

- D. Interest will not be charged on back billed amounts.
 - E. No back billing will be made in a net amount of less than \$10.00.
 - F. The MBLP shall offer a customer being back billed for an undercharge reasonable payment arrangements for the amount due.
3. The MBLP tests all of its meters at periodic intervals. Meters will be accurate within plus or minus two percent. The following limitations shall apply to meter accuracy errors exceeding two percent:
- A. If a customer's meter is registering and is found to be more than two percent fast, the MBLP will make a refund to the customer for the electricity inaccurately metered for a period equal to one half of the time elapsed between the discovery of the error and the latest preceding meter test, but not to exceed three years.
 - B. If the meter is registering and is found to be more than two percent slow, the MBLP may charge the customer for the electricity inaccurately metered for a period equal to one half of the period elapsed between the discovery of the error and the latest preceding meter test, but not to exceed three years.
 - C. If a meter is found not to be registering for any period, the MBLP will estimate the charges for the electricity used by averaging the amounts registered over similar periods preceding or subsequent thereto, or over corresponding periods in previous years.
4. If any customer requests additional meter testing during the four year period subsequent to the date of the most recent meter test, and the meter error is less than two percent, the customer will be charged a fee consistent with the current MBLP Schedule of Fees and Charges for Electric Service.