

## Chapter PSC 113

## SERVICE RULES FOR ELECTRIC UTILITIES

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**PSC 113.01 Application of rules.** (1) All public utilities, whether privately or municipally owned or operated, in respect to the supply of electric energy and provision of electric service in this state, shall comply with and conform to rules and regulations set forth in this order except insofar as exception may be made by order of the commission as hereinafter mentioned.

(2) Nothing in the aforesaid findings of fact [not printed in this chapter] or order herein shall preclude special and individual consideration being given to exceptional or unusual situations and upon due investigation of the facts and circumstances therein involved, the adoption of requirements as to individual utilities or services which shall be lesser, greater, other, or different than those provided in said rules and regulations.

## PART I

## MISCELLANEOUS SERVICE REQUIREMENTS

**PSC 113.015 General requirement.** Every utility shall furnish reasonably adequate service and facilities at the rates filed with the commission and subject to these rules and the rules of the utility<sup>1</sup> applicable thereto and not otherwise. The energy shall be generated, transmitted, converted, and distributed by the utility, and utilized, whether by the utility or the customer, in such manner as to obviate so far as reasonably practicable undesirable effects upon the operation of standard services or equipment of the utility, its customers, or other utilities or agencies.

**PSC 113.02 Refusal of service.** (2) Service may be denied to any customer for failure to comply with applicable requirements of these rules, or of the utility's rules, or of municipal ordinances, or with section 167.16, Wis. Stats.; or if the customer proposes to use a device that is not so designed that interference with communication and signal services is reasonably minimized.

(3) A utility is not required to furnish service under conditions requiring operation in parallel with generating equipment connected to the customer's system if such operation is hazardous or may interfere with its own operations or service to other customers or with service furnished by others. The utility may specify requirements as to connection and operation as a condition of rendering service under such circumstances.

(4) The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

(a) Delinquency in payment for service by a previous occupant of the premises to be served.

(b) Failure to pay for merchandise purchased from the utility.

(c) Failure to pay for a different type or class of public utility service.

(d) Failure to pay the bill of another customer as guarantor thereof.

(e) Failure to pay a charge billed pursuant to section PSC 113.17 (4) because of an inaccurate meter.

(f) Failure to pay an estimated bill unless the customer upon request refuses to permit the reading of the meter during reasonable hours.

(g) Failure to pay a bill to correct previous underbilling due to misapplication of rates.

(h) Violation of the utility's rules pertaining to operation of non-standard equipment which interferes with the service to others, or other services such as communication services, unless the customer has first been notified and been afforded reasonable opportunity to comply with said rules; provided, however, that where a dangerous condition exists on customer's premises, service may be discontinued without notice.

**History:** 1-2-56; r. (1), and recr. to be PSC 113.13, Register, August, 1962, No. 80, eff. 9-1-62.

<sup>1</sup>As used in these rules the terms "rules of the utility" or "utility's rules" mean the rules of the utility on file with the commission.

**PSC 113.03 Inspection of structures and equipment.** Each pole, post, tower, structure, conductor, or guy used for the support or attachment of electrical conductors or lamps owned or used by a utility shall be inspected with reasonable frequency and all major equipment shall be inspected periodically by the utility to determine its fitness for service and the necessity for replacement or repair.

**PSC 113.04 Servicing utilization control equipment.** (1) Utilities shall service and maintain any equipment they use on customers' premises and shall adjust thermostats, clocks, relays, or time switches, if such devices must be so adjusted to provide service in accordance with the rate provisions.

(2) The time switches used by the utility for controlling equipment such as water heaters, street lights, etc., shall be of such quality that the timing mechanism may be adjusted so as to be accurate within 10 minutes per month. Time switches used by the utility for controlling street lighting or display lighting shall be inspected or operation observed at least once a month and if in error, adjusted, and also adjusted upon complaint if found in error or when service interruptions cause them to be in error by one-half hour or more. Time switches used by the utility for controlling off-peak appliances shall be inspected or operation observed when the utility reads the meter and when the meter is tested and adjusted if in error, and also adjusted upon complaint if found in error or whenever service interruptions result in error of 2 hours or more or in supplying service to off-peak appliances during peak periods.

(3) Control devices other than time switches used by the utility to control loads shall be checked periodically.

**PSC 113.05 Relocation of poles.** (1) When a utility is required by governmental authority or requested by customers to move poles, as, for example, from streets to alleys, the utility is not required to furnish new service entrance conductors, cable, conduit, or service equipment unless it makes a practice of supplying this equipment. It shall, however, run a service drop to the nearest point on each building served from the new location and remove the old service drop without expense to the customer.

(2) If the utility moves its poles of its own volition the utility shall supply new service entrance conductors, cable, conduit, interior wiring connection, and service equipment, and remove the old; or shall attach its system to the existing service entrance conductors without expense to the customer.

**PSC 113.055 Protection of utility facilities.** A public utility upon receipt of written notice as required by section 66.047 (2), Wis. Stats., from the property owner or from a contractor of work which may affect its utilities used for serving the public:

(1) Shall investigate and decide what action, if any, must reasonably be taken to protect or alter utility facilities, in order to protect service to the public and to avoid unnecessary damage, such as identifying in a suitable manner the location of any underground utility facilities which may be affected by the work.

(2) The utility shall take such action as is reasonably and legally necessary to protect, remove, alter, or reconstruct its facilities, and

shall perform such work with reasonable dispatch taking into account the conditions to be met, provided that nothing in this rule shall be deemed to affect any right which the utility may have to require advance payment or adequate assurance of payment of the reasonable cost thereof to the utility by the property owner or contractor.

(3) The utility may, in order to protect its interests, require that the owner or contractor perform certain work upon that part of the service piping or wiring on or being removed from the property upon which the excavating, building, or wrecking operations are being performed.

(4) This rule is not intended to affect the responsibility of the contractor or owner, or the liability or legal rights of any party.

**History:** Cr. Register, June, 1962, No. 78, eff. 7-1-62.

**PSC 113.06 Standard utilization equipment.** (1) All utilities shall have available a tabulation showing the character and type of electric service supplied.

(2) Street lamp bulbs used or furnished by the utility shall initially be such that the customer receives the proper illumination in lumens specified in the rate. If the street lighting rate is based on wattage, or if the utility furnishes lamps to customers free or at reduced cost, the lamp bulbs shall be of such efficiency in lumens per watt when used on the utility's circuits that customers may obtain their lighting service under the most favorable conditions practicable under the rate schedule.

**PSC 113.07 Tamper-resistant equipment.** Where electrical energy has been diverted or the utility's equipment for measuring the service has been interfered with, the utility may require the customer to install entrance and service equipment to prevent current diversion or interference with the metering equipment.

*Note:* Care should be taken in determining the existence of diversion and amount of energy diverted. In case check-meters are used, the possibility of grounds between meters, normal meter inaccuracies, and incorrect connections of meters should not be overlooked. The requirements of the Wisconsin state electrical code for entrances should effectively prevent such diversion. Attention is directed to sections 939.32, 943.20 and 98.25, Wis. Stats.

**PSC 113.08 Power-factor correction of gaseous tube lighting.** (1) When fluorescent, neon, zeon, or other hot or cold cathode types of gaseous tube lighting having similar power-factor characteristics are installed and are used for illumination or decorative purposes, the customer shall furnish, install, and maintain at his own expense corrective apparatus designed to maintain at not less than 90% lagging, the power factor of each unit of such equipment or group of such equipment controlled as a unit by a single switch or its equivalent which controls only such unit.

(2) When fluorescent, neon, zeon, or other hot or cold cathode types of gaseous tube lighting having similar power-factor characteristics are installed and are used for advertising purposes, the customer shall furnish, install, and maintain at his own expense equipment designed to correct the power factor of the unit to at least 85% lagging; except that no correction will be required for any complete sign supplied from a single auxiliary transformer rated at 225 volt-amperes or less.

(3) The determination of power factor shall be made by the wattmeter-voltmeter-ammeter method or by any other method which will give results of comparable accuracy.

(4) To be considered advertising the tubing must contain a message showing either a configuration of letters, numerals, characters, or distinctive trademarks.

(5) The utility may refuse or discontinue service to any such installation made after September 1, 1941, until the customer has complied with the provisions of this rule.

**PSC 113.09 Change in type of service.** (1) If a change in type of service, such as from 25 to 60 cycle or from direct to alternating current, or a change in voltage to a customer's substation, is effected at the insistence of the utility and not solely by reason of increase in the customer's load or change in the character thereof, the utility shall share equitably in the cost of changing the equipment of the customers affected as determined by the commission in the absence of agreement between utility and customer.

*Note:* The change in customer's equipment should be made with the greatest possible economy to the customer, and final settlement made at the time of the change. Substantially the following basis was prescribed by the commission in *Jackman v. Janesville Electric Co.*, 17 W.R.C.R. 356, and has been customarily adopted as the basis for settlement:

Payment by the utility to the customer of:

1. The remaining value of the customer's electrical equipment which is made obsolete;
2. The cost of making the resulting necessary change in interior wiring; and
3. The cost of installing the new equipment and removing the old, less the salvage value of such equipment as the customer retains.

(2) If a utility changes its standard voltage it shall notify customers in advance and if customer equipment other than lamps must be changed, an adjustment as required in subsection (1) hereof shall be made. If tests of a representative sample of customers' meters indicate that meters have started to creep because of the voltage increase or if the tests of the representative sample show that meters average more than 0.5% fast, meters affected by the change in voltage shall be tested and adjusted.

**PSC 113.10 Connection of motor-generator-type welders.** The connection of motor-generator-type welders shall be governed by the utilities' rules covering the connection of motors.

**PSC 113.101 Connection of other than motor-generator-type welders.** (1) Each welder shall be provided with a name plate showing:

- (a) Name of manufacturer.
- (b) Manufacturer's type designation and serial number.
- (c) Frequency.
- (d) Primary volts.
- (e) Maximum input (primary) amperes (at rated output amperes).
- (f) Output volts at rated output amperes.
- (g) Rated output amperes.
- (h) Rated duty cycle or time rating.
- (i) Temperature rise in degrees C.
- (j) Open-circuit voltage.

(2) Each welder shall be provided with a proper disconnecting means, and shall be constructed, installed, and maintained in a manner which does not conflict with the requirements of the Wisconsin state electrical code.

(3) The consent of the utility shall be obtained and any changes in the customer's wiring and in the utility's facilities, necessary to permit welder operation under safe conditions and without interference to the service of other customers, shall be completed before any electrical welder is connected.

(4) Where the utility's distribution facilities supplying the customer using a welder are reasonably adequate and of sufficient capacity to carry other loads normally imposed, variations in the voltage of the utility's supply to such customer caused by his welder in excess of the limits set in sections PSC 113.25 and 113.28 (3) shall not be considered a violation of such order by the utility.

(5) Electric welders not larger than the sizes set forth below and used under the conditions specified shall be served without charges other than applicable to the customer's other service on the same circuit.

(a) All classes of customers in any area, 110-120 or 220-240 volt electrical welders which can be operated on circuits fused at not to exceed 15 amperes and without causing violations of sections PSC 113.25 and 113.28 (3) at other customers' service entrances on a reasonably adequate secondary.

(b) Commercial customers irrespective of location and customers residing in areas where service generally is supplied from individual distribution transformers.

1. 220-240 volt electric arc welders having a rated-maximum operating input current of not to exceed 37.5 amperes with an output-load voltage of 25 volts at an input of 230 volts, where the customer agrees to reduce operation of other electrical equipment to a minimum during periods the welder is in use, and agrees not to use the welder during lighting hours except in case of emergency.

2. Where the welder name plate does not give the rated primary current, the welder primary rated current shall be taken as two-thirds of the maximum final or stable short-circuit current obtainable.

3. The welder transformer used as a part of the welder shall be of the double-winding type, and the secondary shall be thoroughly insulated from the primary.

4. The welders shall not have a final or stable short-circuit current for any current setting exceeding 150% of the rated input current.

(6) Each utility may require that welders not permitted by subsection (5) above be served from a separately metered circuit under rates applicable to that arrangement, or may file an extra charge for serving such welders from the general service circuit, which charge shall be based on the excess of the primary input current of the welder over the allowable input welder current, according to location, permitted under subsection (5) above. The input current shall be taken as two-thirds of the maximum final or stable short-circuit current obtainable.

## PART II

REQUIREMENTS AS TO RATE SCHEDULES AND RULES  
OF THE UTILITY

(See also section PSC 113.25)

**PSC 113.11 Schedules to be filed with commission.** The schedules of rates and rules to be filed with the commission by the utility shall be classified, designated, arranged, and submitted so as to conform to the requirements of current tariff or rate schedule circulars and special instructions which have been and may from time to time be issued by the commission. Provisions of the schedules shall be definite and so stated as to minimize ambiguity or the possibility of misinterpretation, and shall include, together with such other information as may be deemed pertinent, the following:

(1) All rates for service with indication for each rate of the type and voltage of service and the class of customers to which each rate applies. There shall also be shown any limitations on loads and type of equipment which may be connected, the prices per unit of service, and the number of units per billing period to which the prices apply, the period of billing, the minimum bill, method of measuring demands including method of calculating or estimating loads or minimums, and any special terms and conditions applicable. The discount for prompt payment or penalty for late payment, if any, and the period during which the net amount may be paid shall be specified.

(2) By municipalities, but without reference required to any particular part thereof, the voltage at which service will be supplied and the type of service (direct current or single- /or polyphase alternating current).

(3) Forms of standard contracts required of customers for the various types of service available.

(4) If service to other utilities, to electric cooperatives, or municipalities is furnished at a standard filed rate, either a copy of each contract or the standard contract form together with a summary of the provisions of each signed contract. The summary shall show the principal provisions of the contract and shall include the name and address of the customer, the points where energy is delivered, rate, term, minimums, load conditions, voltage of delivery, and any special provisions such as rentals. Standard contracts for such sales as that of energy for resale, street lighting, municipal athletic-field lighting, and for water utilities may be filed in summary form as above outlined.

(5) Copies of special contracts for the purchase, sale, or interchange of energy.

(6) List of villages, cities, and unincorporated communities where urban rates are applicable, and towns in which service is furnished.

(7) The list of service areas and the rates shall be filed in such form as to facilitate ready determination of the rates available in each municipality and in such unincorporated communities as have service at urban rates. If the utility has various rural rates, the areas where the same are available shall be indicated.

(8) Definitions of classes of customers.

(9) Extension rules for extending service to new customers indicating what portion of the extension or cost thereof will be furnished by the utility; and if the rule is based on cost, the items of cost included.

(10) Type of construction required if in excess of the standards required by the Wisconsin state electrical code.

(11) Specification of such portion of service as the utility furnishes, owns, and maintains, such as service drop, service entrance cable or conductors, conduits, service entrance equipment, meter, and socket. Indication of the portions of interior wiring such as range or water-heater connection, furnished in whole or in part by the utility, and statement indicating final ownership and responsibility for maintaining equipment furnished by utility.

(12) Statement of the type of special construction commonly requested by customers which the utility allows to be connected, and terms upon which such construction will be permitted, with due provision for the avoidance of unjust discrimination as between customers who request special construction and those who do not. This applies, for example, to a case where a customer desires underground service in overhead territory.

(13) Rules with which prospective customers must comply as a condition of receiving service, and the terms of contracts required.

(14) Rules governing the establishment of credit by customers for payment of service bills.

(15) Rules governing the procedure followed in disconnecting and reconnecting service.

(16) Notice by customer required for having service discontinued.

(17) Rules covering temporary, emergency, auxiliary, and stand-by service.

(18) Rules covering the type of equipment which may or may not be connected, including rules such as those requiring demand-limiting devices or power-factor corrective equipment.

**PSC 113.12 Information available to customers.** (1) There shall be kept on file in every station and office of the utility where payments are received copies of the rate schedules applicable in such locality. Copies of these rules and such rules of the utility as are applicable shall be kept on file in every general and local office of the utility. Reasonable notice shall be given customers as to where the foregoing information is available to them.

(2) (a) Where a customer is eligible to take service under any one or more of two or more rates, the company shall advise the customer in the selection of the rate or rates which result in the lowest cost of service, based on 12 months' service and on the information at hand.

(b) The selection of a rate or rates shall be reviewed every 12 months, whenever there is a change in rates, and whenever a request to do so is received from the customer. The customer shall be notified if any combination of services, change in voltage of delivery, or the installation of any equipment will result in a lower cost of service.

**PSC 113.13 Deposit, guarantee, and disconnect rules.** (1) **DEPOSIT RULE.** (a) If the credit of an applicant for service has not been established satisfactorily to the utility, he may be required to deposit a sum not exceeding the estimated gross bills for service for any 2 consecu-



tive billing periods selected by the utility. The amount to be deposited may be a minimum of \$5 for each class of service furnished. Deposits shall bear simple interest at the rate of 5% per annum payable from the date of the deposit to the date of refund or discontinuance of service whichever is earlier.

(b) In the case of domestic service, the deposit shall be refunded upon request of the customer after 12 consecutive months of prompt payment, and, without such request, shall be refunded voluntarily by the utility after 36 consecutive months of prompt payment. In no case, however, will a deposit be refunded if the customer's credit standing is not satisfactory to the utility.

(c) In the case of commercial or industrial service, the deposit may be refunded upon request of the customer after 36 consecutive months of prompt payment, if the customer's credit standing is satisfactory to the utility.

(d) If the rules of the utility permit a customer to pay the net rate after discount date 1 month in every 12 months, such payment shall be regarded as "prompt payment" in the application of the above rule.

(e) A new or additional deposit may be required upon reasonable written notice of the need for such a requirement in any case where a deposit has been refunded or is found to be inadequate to cover 2 months' bills as above provided for, or where a customer's credit standing is not satisfactory to the utility. The service of any customer who fails to comply with these requirements may be disconnected upon 5 days' written notice.

(2) **GUARANTEE RULE.** (a) The utility may accept, in lieu of a cash deposit, a contract signed by a guarantor satisfactory to the utility, whereby payment of a specified sum not exceeding the cash deposit requirement is guaranteed. The term of such contract shall be indeterminate, but shall automatically terminate when the customer gives notice to the utility of discontinuance of service at the location covered by the guarantee agreement or 6 months after discontinuance of service, or at the guarantor's request upon 30 days' written notice to the utility.

(b) Upon termination of a guarantee contract or whenever the utility deems same insufficient as to amount or surety, a cash deposit or a new or additional guarantee may be required upon reasonable written notice to the customer. The service of any customer who fails to comply with these requirements may be disconnected upon 5 days' written notice.

(c) The guarantor shall receive copies of all disconnect notices sent to the customer whose account he has guaranteed unless the guarantor waives such notice in writing.

(3) **SCOPE OF DEPOSIT AND GUARANTEE RULES.** (a) Where an applicant or customer is unable to furnish either the required cash deposit or a satisfactory guarantor, or where the customer's business is of a hazardous or temporary nature, the utility may at its option bill such applicant or customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement and disconnect procedure.

(b) Subsections (1), (2), and (3) (a) are not applicable to deposits or guarantees made in connection with the financing of extensions or other equipment.

(4) DISCONNECT RULE. (a) Service may be disconnected if a customer's current bill for service as defined in the utility's filed rules is not paid within a reasonable period set forth in said rules.

(b) The utility may at its option continue service beyond the period provided under its filed disconnect rules under the following conditions: If the utility has a deposit or guarantee on the account, such deposit or guarantee shall be considered as applying against the bill which first becomes delinquent. If the utility has no deposit or guarantee on the account, or if the delinquent bill exceeds the deposit or guarantee, service may not be discontinued or refused for nonpayment of a bill which is delinquent for a period longer than that permitted under the filed disconnect rule.

(c) Subsection (4) (b), above, shall apply in all cases unless the customer is willing to enter into a special agreement with the company, a written memorandum of which shall be made by the utility, providing for a specified extension of time and/or an extension of a specified amount of credit, and providing further for the disconnection of such customer upon failure to comply with the terms of such extension agreement.

*Note:* Some utilities have rules or practices that are more liberal to customers in some particulars than the rules enumerated above. It is not the intention of the Commission to require the abandonment of these practices, except that we believe a standardization of interest on customers' prompt payment deposits will avoid confusion and misunderstanding. With this exception, a utility of the classes here involved may establish uniform, nondiscriminatory rules and practices more favorable to its customers than those herein established. The purpose herein is rather to set forth a reasonable basis for standardizing these rules.

(5) APPLICATION. All electric and/or gas utilities, whether privately or municipally owned or operated, shall file with the commission deposit, guarantee, and disconnect rules or procedure in accordance with this section, except that an individual utility, upon proper application and a showing of good cause, may, upon written approval by the commission, adopt rules giving consideration to specific unusual circumstances.

**History:** 1-2-56; r. and recr. Register, August, 1962, No. 80, eff. 9-1-62.

**PSC 113.14 Limiting connected load.** If the utility maintains a rate based on connected load, provision shall be made in its rules whereby the customer may arrange his load or wiring in such manner as is reasonably acceptable to the utility, whether by the use of double-throw switches or such other devices as may be approved by the utility, so that only a portion of the load may be served at one time and whereby, in such cases, the connected load to be used for the computation of charges shall be the largest load which can be served at any one time.

### PART III

#### CHARGES AND BILLING

**PSC 113.15 Meter readings and billing periods.** Readings of all meters used for determining charges to customers shall be scheduled monthly, bimonthly, quarterly, or semiannually. An effort shall be made to read meters on corresponding days of each meter-reading period. The meter-reading date may be advanced or postponed not more than 5 days without adjustment of the billing for the period. Bills for service shall be rendered within 40 days from the reading

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of the meter except as may be otherwise specifically authorized by the commission. The utility may permit the customer to supply the meter readings on a form supplied by the utility, provided a utility representative reads the meter at least once each 6 months and when there is a change of customer.

**PSC 113.16 Billing.** (1) Each bill, including the customer's receipt, shall show the present and last preceding meter readings, the date of the present reading, the number of units consumed, the class of service if other than residential, the net and gross amount of the bill, the date after which the gross amount must be paid, and the rate schedule under which the bill is computed. In lieu of including the rate schedule on the bill the utility may, whenever a rate change becomes effective and at least twice a year supply each customer with the schedule of rates at which the bills are computed and any other rates that might be applicable. Bills rendered at rates requiring the measurement of a number of different factors shall show all data necessary for the customer to check the computation of the bill. Minimum and estimated bills shall be distinctly marked as such.

(2) (a) If the billing period is longer or shorter than allowed in section PSC 113.15, the bill shall be prorated on a daily basis unless other provision is made in the utility's filed rules.

(b) If the utility reads the meters at the end of each billing period, the utility may, or if requested by the customer shall, leave meter reading forms when access to meters cannot be gained. If no form is left or the form is not returned in time for the billing operation, a minimum or estimated bill may be rendered. In cases of emergency, the utility may render minimum or estimated (average) bills without reading meters or supplying meter-reading forms to customers. Only in unusual cases or when approval is obtained from the customer shall more than 3 consecutive estimated bills be rendered.

(c) If the utility schedules the reading of meters less frequently than once each billing period, the utility unless otherwise requested by the customer, shall supply meter-reading forms for the periods when the meter is not scheduled to be read. If the customer fails to return the meter-reading form or has informed the utility he does not wish to supply a reading, a minimum or estimated bill may be rendered.

(d) If an estimated bill appears to be abnormal when a subsequent reading is obtained, the bill for the entire period shall be computed at a rate which contemplates the use of service during the entire period and the estimated bill shall be deducted. If there is reasonable evidence that the use occurred during only one billing period, the bill shall be so computed.

(3) (a) Credits due a customer because of meter inaccuracies, errors in billing, or misapplication of rates shall be shown separately and identified.

(b) The original billing rendered because of meter inaccuracy, or errors in billing, shall be separated from the regular bill and the charges explained in detail. Subsequent to the first billing the amount can be shown as a separate item on the regular bill.

(4) At the end of each billing period the utility shall read all prepayment meters, calculate the customer's bill at the regular net

rates applicable, report the amount of money in the meter, and bill, refund, or credit the account with the difference between the bill at the regular rates and the amount collected, provided the same customer has received service during the entire billing period. Credits shall be liquidated at least once a year and upon termination of service.

(5) Each bill for service shall be computed at the proper filed rate and the rate used shall be the cheapest applicable rate based on 12 months' use of service. If the customer's use is such that it is difficult to be certain what rate should be applied until there has been 12 months' use, the billing shall be adjusted on the 12th bill.

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