



Ohio Administrative Code

Rule 4901:1-15-24 Billing and billing adjustments.

Effective: August 22, 2008

(A) All bills shall be mailed or, if requested by the customer, e-mailed no later than the billing date.

(B) All bills and notices shall be sent to the premises served unless otherwise requested by the customer in writing or unless e-mail notices have been requested by the customer.

(C) If a meter is found to be inaccurate or an estimated bill is issued, the bill shall be based on average historical consumption during corresponding periods for that specific customer. If consumption history for the customer does not exist, the same system class average consumption shall be used.

(D) If a bill is found to have been improperly calculated, a credit or charge shall be made by the company within thirty days or on the next bill.

(E) The company shall allow a customer up to the same period of time for which the customer was previously undercharged to pay any additional charges found proper due to inaccurate meters or incorrect bill calculation, unless the inaccuracy is caused by the customer.
