

FOR ENTIRE AREA SERVED
Community, Town or City

SALT RIVER ELECTRIC COOP. CORP.

NAME OF ISSUING CORPORATION

P.S.C. No. 12

Original Sheet No. 27

Canceling P.S.C. No. 10

1st Revised Sheet No. 27

RULES AND REGULATIONS

CANCELLED

July 30, 2026

**KENTUCKY PUBLIC
SERVICE COMMISSION**

G. Meter Reading Variations-

I. Monitoring Usage- The cooperative utilizes two computer printouts to flag unusual deviations in a consumer's usage.

(a) Daily: after the daily unloading of the meter processors used to record on-site customer readings, a report is generated which provides the Cooperative with the following flags: (1) a reading entered as a five-digit reading where a four-digit meter is installed; (2) A reading which would generate a bill for over 8,000 kwh for an account with a four dial meter and over 15,000 for an account with a five-dial meter; (3) a reading which is lower than the previous month's reading; (4) meters showing zero (0) or under one hundred (100) kwh consumption/usage; (5) inactive meters with consumption.

(b) After all routes for the individual cycle have been read and just before the actual billing, a prebill high-low report is generated which again searches and flags any high-low exceptions which would cause a bill to be generated 99% higher or 50% lower than the average usage of the three preceding months or the corresponding year ago.

(c) Immediately following each of these reports, an evaluation of the deviance is made; a determination will be made at this point whether to send the cooperative representative back to the location to recheck the reading, or whether to estimate the reading based on previous history and data until the next reading is obtained at the scheduled monthly reading date of the member's meter.

(d) If a customer's usage is unduly high and the deviation is not otherwise explained, the cooperative shall test the customer's meter at its expense to determine whether the meter shows an

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EXECUTIVE DIRECTOR**

TARIFF BRANCH

Brent Kirtley

EFFECTIVE

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Issued By *[Signature]*
Name of Officer

Title President and CEO

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR ENTIRE AREA SERVED
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P.S.C. No. 12

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average error greater than two (2%) fast or slow.

H. Incorrect Billing- Whenever it is determined that a customer has been incorrectly overbilled for any reason, other than a meter which was registering incorrectly due to being out of tolerance or in an instance where the Cooperative has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the Cooperative shall immediately attempt to determine the period during which the error has existed. The customer's bill for the period during which the error is known to have existed shall be recomputed, and the account adjusted to give a refund.

Whenever it is determined that a customer has been incorrectly underbilled for any reason, except for fraud, theft or deception, the Cooperative is prohibited from holding a customer liable for unbilled service more than two years after the service was rendered. This two (2) years statute of limitation is in accordance with KRS 278.225. Then the customer shall also be afforded the opportunity to repay the underbilled amount over a period that is coextensive with the underbilling.

I. Failure of Meter to Register- In the event a customer's meter should fail to register, the customer shall be billed from the date of such failure as so determined by the Cooperative not to exceed two (2) years in accordance with KRS 278.225. The underbilling shall be based upon the history and level of consumption for coinciding time periods. If a history of usage does not exist for the customer, the Cooperative will estimate the usage based on similar loads.

If the customer should disagree with the Cooperative's estimation, the customer may request that consideration be given in refiguring the underbilling by providing documentation of a change in the usage pattern of the account or by requesting an on-site audit by the Cooperative's energy advisor.

J. Current Diversion or Unauthorized Usage of Any Property of the Cooperative- The Cooperative may recover any costs that it estimates to be necessary to recover the service that has been rendered from the customer, person or persons, where unauthorized usage or consumption has been obtained. This

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shall include, but not be limited to, estimated kwh usage that has been consumed, all replacements and repairs, the cost of inspection, investigation, and protective installation. In addition, anyone caught tampering with Cooperative equipment will be held liable under Kentucky Statute 514.060 which reads....that if caught, penalties range from \$500 and five years in prison for a Class "A" misdemeanor to \$10,000 and five years for Class "D" felony.

Service may be terminated to a customer without advance notice if the Cooperative has evidence that a customer has obtained unauthorized service by illegal use or theft. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the commission. This right of termination is separate from and in addition to any other legal remedies which the utility may pursue for illegal use or theft of service. The utility shall not be required to restore service until the customer has complied with all tariffed rules of the utility and laws and regulations of the commission.

K. Meter Testing- Before being installed for use by any customer, the meter shall be tested and in good working order and adjusted as close to optimum operating tolerance as possible. Each and every watt-hour meter installed by the Cooperative on the consumer's premises shall be tested periodically according to PSC regulations without charge to the consumer. The Cooperative may elect to test a meter at the Cooperative's expense if there is an unexplainable deviance in current. Any other request for meter test shall be complied with by the Cooperative only if the consumer agrees to pay the appropriate meter test fee as listed in this section. Such request test may not be made more frequently than once each twelve (12) months to the utility. After first having attained a test through the Cooperative's designated testing agency, any customer of the utility may request a meter test by the Commission upon written application. Such request may not be made more frequently than once each twelve (12) months.

If a meter tests more than 2% slow or 2% fast, the meter test fee will be returned to the customer or applied to the bill if the customer has paid for the test fee; any

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additional underbilling or overbilling will be adjusted to the consumer's account based on the Public Service Commission's rules and regulations.

The Commission regulations 807 KAR 5:006 Section 10 (2) read: If test results on a customer's meter show an average error greater than (2%) fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility shall immediately determine the period during which the error has existed, and shall recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer. The utility shall readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similar customer loads shall be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the commission shall determine the issue. In all instances of customer overbilling, the customer's account shall be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after final meter test results. A utility shall not require a customer repayment of any underbilling to be made over a period shorter than a period coextensive with the underbilling.

Meters tagged as special, current diversion, and other special conditions of concern to the cooperative shall be held for a period of at least eight (8) weeks before the recalibration after the first meter test is performed by the Cooperative's testing agency. This is to permit the customer to request additional tests or until the accuracy of the meter is resolved. While no time period has been indicated by the PSC, this time period has been established by the Cooperative to conform to PSC regulation 897 KAR 5:041, Section 15 (3) which provides that metering equipment shall be tested upon complaint and when suspected in error. 807 KAR 5:041, Section 17 (1)(b) further requires that when a meter is tested on complaint "additional test runs should be made and care

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exercised to insure that any trouble with the meter will be detected." Additionally, KRS 278.210 permits a utility customer to have any meter tested, at his own expense, by the commission.

If a meter is tested and it is found necessary to make a refund or back bill a customer, the customer shall be notified in substantially the following form:

On _____ 19_____, the meter bearing identification no. _____ installed in your building located at _____ (street and number) and _____ (city) was tested at _____ (on premises or elsewhere) and found to register _____ (percent fast or slow). The meter was tested on _____ (periodic, request, complaint.)

Based upon this, we herein _____ (charge or credit) you with the sum of \$ _____, which amount has been noted on your regular bill. If you desire a cash refund, rather than a credit to your account, of any amount overbilled, you must notify this office in writing within seven (7) days of the date of this notice.

Meter Test Fees:

Single-Phase Residential Meter \$16.00
Three Phase Self-Contained Meter \$40.00
Three-Phase Self-Contained Meter
with Demand
Field Test of Meter (Meter
requiring instrument
transformers)

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\$46.00

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L. Usage Investigation - If an investigation of a customer's usage is necessary other than current diversion, the utility shall notify the customer in writing either during or immediately after the investigation of the reasons for the investigation, and of the findings of the investigation. If knowledge of a serious situation requires more expeditious notice, the Cooperative shall notify the customer by the most expedient means available.

M. Customer Complaints to the Utility- Upon complaint to the utility by a customer at the utility's office, by telephone or in writing, the utility shall make a prompt and complete investigation and advise the complainant of its findings. The utility shall keep a record of all written complaints concerning its service. This record shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint.

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