

A. Definitions Applicable to this Schedule: (Cont'd.)

- (f) Actual reading: One obtained by a Company employee from either the meter or a remote registration device attached thereto.
- (g) Access controller: A party known to the Company to be in control of access to the metering equipment of a non-residential customer, and to have an active account of its own with the Company.
- (h) Payment: Considered to be made on the date when it is received by the Company or one of its authorized agents.
- (i) Late payment: Any payment made more than 20 calendar days after the payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or three calendar days after mailing of the bill.
- (j) Arrears: Charges for which payment has not been made more than 20 calendar days after payment was due.
- (k) Delinquent customer: A customer who has made a late payment on two or more occasions within that previous 12 month period.
- (l) Business day: Any Monday through Friday when the Company's business offices are open.
- (m) Deferred payment agreement: A written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by the Company representative and the customer, and each must receive a copy, before it becomes enforceable by either party.
- (n) Levelized payment plan: A billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but not predictable, patterns of consumption.
- (o) Backbill: That portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings