

12. Meter Reading, Billing, Collection and Estimated Bills: (Cont'd.)

E. Estimated Bills - Non-residential Customers:

- (1) The Company may render an estimated bill for a regular cycle billing period only when:
 - (i) the Company has failed to obtain access to the meter(s);
 - (ii) circumstances beyond the control of the Company made obtaining an actual reading of the meter(s) extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected.
 - (iii) the Company has good cause for believing that an actual or customer reading obtained is likely to be erroneous; provided however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company initiating corrective action before the rendering of the next cycle bill;
 - (iv) circumstances beyond the control of the Company prevented the meter reader from making a premises visit;
 - (v) an actual reading was lost or destroyed; provided, however, that an estimated bill for this reason shall be rendered no more than once without the Company initiating corrective action before rendering the next cycle bill;
 - (vi) an estimated reading has been prescribed or authorized by the Commission for a particular billing cycle;
 - (vii) an estimated reading is the approved billing method in accordance with the Company's tariff for the billing; or
 - (viii) an unmetered condition was in existence during the period.
- (2) Every estimated bill shall be calculated in accordance with an established formula or methodology which shall take into account the best available relevant factors for determining the customer's usage.