

Estimation Situations and Customer Notifications

Situation	Example	Customer Notification: Normal Bill or Estimated Bill	Participants Comments
1. No meter read.	No access (inclement weather, locked gate, bad dog).	Estimated bill is produced.	APS same process. Navopache same process. SRP same process. SSVEC same process. TEP same process. UNS ELECTRIC same process.
2. Rate change in middle of billing cycle.	Bill cycle is from 15 th to 15 th rate changes on the 1 st of the month.	Bill is prorated based on the number of days at each billing rate. A normal bill is produced with an actual read.	APS same process. Navopache same process. SRP same process SSVEC same process. TEP same process. UNS ELECTRIC no proration done. Customer will bill at current rate at time of billing.

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<p>3. Read is received prior to read cycle billing.</p>	<p>Read obtained early because customer self-reads meter or a read is obtained on a district or investigation.</p>	<p>Estimated bill is produced.</p>	<p>APS – normal bill is produced when early or late read is received inside of 10 billing window. Mohave – would pro-rate the usage to the normal read date. Navopache –N/A SRP does not render a bill prior to the meter read date. SRP-if late, would send out estimated bill if read is not obtained during the billing window. If early, SRP does not render a bill prior to the meter read date. SSVEC – bill at actual route read date. TEP – would send out normal bill. UNS ELECTRIC – would send out normal bill.</p>
<p>4. Read is received following read cycle billing.</p>	<p>Read obtained late because customer self-reads meter or a read is obtained on a district or investigation.</p>	<p>Estimated bill is produced.</p>	<p>APS – normal bill is produced when early or late read is received inside of 10 billing window. date. Mohave – would pro-rate the usage to the normal read date. Navopache –N/A SRP does not render a bill prior to the meter read date. SRP-if late, would send out estimated bill if read is not obtained during the billing window. If early, SRP does not render a bill prior to the meter read. SSVEC – bill at actual route read date. TEP – would send out estimate bill. UNS ELECTRIC – would send out estimate bill.</p>

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9. Load Profile or interval metered.	Refer to "Arizona Validating, Editing, and Estimating (VEE) Rules and Procedures" July 3, 2001 at: www.cc.state.az.us/utility/electric/standards.htm	Normal bill is produced.	APS same process. Navopache same process. SRP N/A SSVEC same process. TEP same process. UNS ELECTRIC N/A at this time.
10. Tampering.	Customer bypasses the meter or inverts the meter.	Estimated bill is produced. When there is evidence of tampering, utilities will estimate back bills to known event.	APS same process. Navopache same process. SRP same process. SSVEC same process. TEP normal bill - could bill for zero or low until tampering found. Once aware of tampering TEP will estimate back bills to known event using prior usage methodologies. UNS ELECTRIC same process.
11. Erroneous software or hardware interface.	Various computer systems did not interface successfully.	Estimated bill is produced.	APS same process. Navopache same process. SRP same process. SSVEC same process. TEP same process. UNS ELECTRIC same process.
12. Valid read following estimated bill.	Invalid read at B2 <div style="text-align: center; margin-top: 10px;"> <p style="margin: 0;"> B1 B2 B3 </p> <p style="margin: 0;"> Actual Read Estimated Read Actual Read </p> </div>	Only bill in time period 2 is considered estimation. B3 a normal bill is produced. B2 may be adjusted.	APS same process. Navopache same process. SRP same process. SSVEC same process. TEP same process. UNS ELECTRIC same process.

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