ALABAMA PUBLIC SERVICE COMMISSION
ADMINISTRATIVE CODE

CHAPTER 770-X-1
GENERAL RULES

770-X-1-.10 Meter Reading And Bill Forms - Electric, Gas, Steam, And Water Utilities.

(1) For billing of telephone service, see 770-X-5-.05, Telephone Rules of the Alabama Public Service Commission.

(a) Each utility supplying metered service shall adopt some means of informing its customers as to the method of reading meters, either by printing on its bill a description of the method of reading meters, or by explaining the method to the customer upon request.

(b) Each meter shall indicate clearly the cubic feet, kilowatt hours, gallons or other units of service for which a charge is made to the customer. In cases where the dial reading of a meter must be multiplied by a constant to obtain the units consumed, the proper constant to be applied shall be clearly marked on the face of dial of the meter. (If for justifiable reasons, a utility renders customers' bills in units other than those recorded by the customers' meters, the conversion formula shall be shown on the customers' bills, e.g., one cubic foot = 1000 BTU; 100 cubic feet = one therm; etc.).

(c) Upon termination of service, the Utility shall, at the customer's request, record the actual meter reading as of the date of termination. An actual meter reading shall also be recorded as of the date of the initiation of service upon the customer's request.

(d) From time to time, it will be necessary to estimate meter readings to avoid a long billing period. As nearly as practicable, utilities shall avoid rendering a customer two consecutive estimated bills. In cases where more than two successive estimated bills have been rendered, utilities shall notify the customers, stating the number of billing periods in which as an estimated bill was rendered and the reasons for the estimations. Bills rendered on the basis of estimated meter readings may be for reasons such as inclement weather, vicious animals, impassable roads, locked premises, or other causes beyond the reasonable control of the Utility. When a bill is estimated, this fact will be so indicated by a code or other designation on such bill.

(e) All bills rendered periodically to customers, other than for service furnished under flat rate schedules, shall show

the meter readings and dates at the beginning and end of the period for which bill is rendered, the quantity consumed, the amount of the bill and date of delinquency, together with all other essential facts upon which the bill is based, including designation of the rate schedule or notice of availability of rate schedule upon request. Meter readings on customer bills where usage data is provided by electronic meters that record usage during specified time intervals shall not be required, however.

(f) A Disconnect Notice shall take priority over all other messages required under this rule and such other messages are not required for bills which contain a Disconnect Notice.

Author: Alabama Public Service Commission
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