

Wheat Belt Public Power District

Board of Directors

Policy



Policy: **C-28**

Title: **Billing Adjustments**

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Original Issue: **04-27-2018**

Last Review: **07-25-2025**

Last Revised: **11-22-2024**

RESPONSIBLE DEPARTMENT: Customer Engagement

ACCOUNTABLE: Finance & Administrative Services Manager

Billing adjustments will be made when it is discovered that the customer was billed inaccurately. Such inaccuracies may occur as a result of, but are not limited to meter inaccuracy, meter connection errors, equipment failure, incorrect bill calculation, meter reading errors, incorrect coding errors, or tampering, diversion or subterfuge. The amount of the overcharge shall be refunded or credited to the customer and the amount of the undercharge shall be billed to the customer.

1. Billing adjustments due to reasons other than tampering, diversion or subterfuge:
 1. Undercharge adjustments shall be calculated without interest and the period of adjustment shall be for the entire period of inaccuracy or for the time period permitted under State law, whichever is less. Customers responsible for the back-billed underbill shall be given, at a minimum, the same time period to pay the underbilling as the length of time period of the undercharge adjustment.
 2. Overcharge adjustments shall be calculated without interest and the period of adjustment shall be for the entire period of inaccuracy or for the time period permitted under State law, whichever is less. Payment of refund of an overbilling will be made in six (6) months or less from the time of discovery.
2. Billing adjustments due to tampering, diversion or subterfuge:
 1. When a customer has been undercharged as a result of tampering, diversion or subterfuge, the undercharge shall be billed with interest to the customer for the entire period of the inaccuracy. Customers responsible for the back-billed underbill due to tampering or fraud by the customer shall be limited to a twelve-month time period to pay for the undercharge adjustment.
 2. Interest shall be at the rate of twelve percent per annum commencing at the retroactive date of the undercharged as a result of tampering, diversion or subterfuge, and shall be compounded annually.
3. Notwithstanding, the above time limits, the Board may determine a different time limit for back-billing or refunding in order to achieve a reasonable, fair and just result.

President

Date