

MEMBER SERVICE INFORMATION  
SERVICE CHARGE

When Dakota Electric Association sends a two-man crew or larger to a consumer's premise on a service call outside normal working hours, and they find the trouble is not with Dakota Electric's equipment, a service charge may be assessed.

Every effort to clarify the trouble by telephone shall be made by Dakota Electric Association personnel before they make the trip out to the consumer's premise.

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### Meter Testing

The Cooperative will maintain and test its metering equipment in accordance with the Public Utilities Commission's rules. In the event the Cooperative's test shows a meter to have an average error of more than 2% fast or slow, the Cooperative shall make an adjustment of the bills for service during the period of registration error if known, but not longer than a period of one year. If the period of registration error is not known, the refund or charge for both fast and slow meters shall be based on corrected meter readings for a period equal to one-half the time elapsed since the last test but not to exceed six months. If the amount of the average meter error cannot be determined because of failure of part or all of the metering equipment, the consumer shall pay an amount based upon registration of check metering equipment or an estimated amount based upon the consumer's consumption for comparable operations over a similar period.

If a consumer has called to the Cooperative's attention doubts as to the meter's accuracy and the Cooperative has failed within a reasonable time to check it, there shall be no back billing for the period between the date of the consumer's notification and the date the meter was checked.

### Billing Corrections

When a consumer has been overcharged/undercharged as a result of an incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, application of an incorrect multiplier or constant, or other similar reasons, the amount of the overcharge/undercharge shall be adjusted, refunded, or credited to the consumer as follows:

#### Remedy for Overcharge:

Dakota Electric shall calculate the difference between the amount collected for service and the amount the Cooperative should have collected for service, plus interest, for the period beginning three years before the date of discovery. Interest will be calculated as prescribed by Minnesota Statutes §325E.02(b). If the recalculated bills indicate that more than \$1 is due an existing consumer, or \$2 is due a person no longer a consumer of the Cooperative, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded to the consumer. Refunds to an existing consumer may be in cash or credit on a bill. Credits shall be shown separately and identified. If a refund is due a person no longer a consumer of the Cooperative, the Cooperative shall mail to the consumer's last known address either the refund or a notice that the consumer has three months in which to request a refund from the Cooperative.

#### Remedy for Undercharge:

Dakota Electric shall calculate the difference between the amount collected for service and the amount the Cooperative should have collected for service for the period beginning one year before the date of discovery. If the recalculated bills indicate that the amount due the Cooperative exceeds \$10, the Cooperative may bill the consumer for the amount due. Dakota Electric must not bill for any undercharge incurred after the date of a consumer inquiry or complaint if the Cooperative failed to begin investigating the matter within a reasonable time and the inquiry or complaint ultimately resulted in the discovery of the undercharge. The billing for undercharges shall be separated from the regular bill and the charges explained in detail.

#### Exception if error date is known:

If the date the error occurred can be fixed with reasonable certainty, the remedy shall be calculated on the basis of payments for service after that date, but in no event for a period beginning more than three years before the discovery of an overcharge or one year before the discovery of an undercharge.

## MEMBER SERVICE INFORMATION

### General Payment Arrangements

In compliance with Minn. Stat. §216B.098, the Cooperative shall offer a payment agreement for the payment of arrears. Payment agreements will consider a consumer's financial circumstances and any extenuating circumstances of the household. No additional service deposit may be charged as a consideration to continue service to a consumer who has entered and is reasonably on time under an accepted payment agreement.

#### Undercharges:

- a. In compliance with Minn. Stat. §216B.098, the Cooperative shall offer a payment arrangement to consumers who have been undercharged if no culpable conduct by the consumer or resident of the consumer's household caused the undercharge. The agreement may cover a period equal to the time over which the undercharge occurred, or a different time period that is mutually agreeable to the consumer and the Cooperative, except that the duration of a payment agreement offered by the Cooperative to a consumer whose household income is at or below 50 percent of state median household income must consider the financial circumstances of the consumer's household.
- b. No interest or delinquency fee will be charged for payment arrangements resulting from under charges.
- c. If a consumer inquiry or complaint results in the Cooperative's discovery of the undercharge, the Cooperative may bill for undercharges incurred after the date of the inquiry or complaint only if the Cooperative began investigating the inquiry or complaint within a reasonable time after when it was made.

### Medically Necessary Equipment

The Cooperative shall reconnect or continue service to a consumer's residence where a medical emergency exists, or where medical equipment requiring electricity necessary to sustain life is in use, provided that the Cooperative receives: (1) written certification, or initial certification by telephone and written certification within five business days, from a medical doctor that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the consumer's household; and (2) the consumer's consent to a payment arrangement for the amount in arrears. Certification must be renewed annually. Because some interruptions in service are unavoidable and in some cases may last longer than some members can be without power, we urge members with special medical needs to make necessary arrangements for auxiliary power for any vital life-support equipment.