

RULE NO. 9

RENDERING AND PAYMENT OF BILLS

A. RENDERING OF BILLS OR SUMMARY BILLS

1. Billing Period. Bills or Summary Bills for Service will be rendered bimonthly, monthly, or as otherwise provided in the Tariff Schedules.
2. Metered Service.
 - a. Bills or Summary Bills for metered Service will be based on Meter registrations. Meters will be read as required for the preparation of regular bills, Summary Bills, opening bills and closing bills.
 - b. If, because of unusual conditions or for reasons beyond its control, the Utility is unable to read the Customer's Meter on the scheduled reading date, the Utility may bill the Customer for estimated consumption during the Billing Period and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the Customer's prior usage, the Utility's experience with other Customers of the same class in that area, and the general characteristics of the Customer's operations. Adjustments for any underestimation or overestimation of a Customer's consumption will be reflected on the first regularly scheduled bill or Summary Bill rendered and based on an actual reading following any periods when estimation is required. When a Service start date can be reliably estimated, the undercharge can be computed back to that date, exclusive of Rule No. 17. Physical access to the Meter, sufficient to permit its being read by the Utility, shall be provided by the Customer as a prerequisite to the Utility making any adjustment for consumption billed on an estimated basis.
3. Level Pay.
 - a. The Utility offers certain eligible Customers participation in a level pay program, which allows an eligible Customer to have level payments over a twelve-month period ("Level Pay"). A Customer shall be eligible for Level Pay when (1) there is an Advanced Water Meter available; (2) Customer agrees to the installation of an Advanced Water Meter; and (3) Customer is not delinquent on any of their Utility accounts prior to their enrollment in Level Pay.
 - b. Under Level Pay, the Utility will calculate a Customer's bill for a Billing Period based on their average bill over the previous twelve-month period at the time of initiation. At the end of every Level Pay twelve-month period ("Level Pay Period"), the Utility will determine whether the Customer overpaid or underpaid based on their applicable Rate Schedule and actual water consumption. If the Customer overpaid or underpaid during the Level Pay Period, the Utility will either (1) refund or credit the overpayment, as requested by the Customer, or (2) issue a bill to be due in accordance with Rule No. 11. At the end of each Level Pay Period or soon thereafter, the Utility will adjust the Customer's payment for the next Level Pay Period based on the Customer's applicable Rate Schedule and actual water consumption over the prior twelve-month period. Thereafter, Customer will pay the adjusted Level Pay amount.
 - c. If a Customer fails to make their Level Pay payment within fifteen (15) business days of bill issuance, the Utility will remove the Customer from the Level Pay program, and that Customer will not be eligible for reinstatement into the program for the next twelve (12) months. The Utility will issue a final bill or credit based on the Customer's Rate Schedule and actual water consumption during the applicable portion of the Level Pay Period and, if the Customer underpaid for this period, the Customer shall pay that final bill in accordance with Rule No. 11.

(Continued)

RULE NO. 9

RENDERING AND PAYMENT OF BILLS

A. RENDERING OF BILLS OR SUMMARY BILLS (Continued)

4. Pro Rata Computation.

All bills or Summary Bills for Service rendered will be computed in accordance with the applicable thirty-day Rate Schedule, but the amount of the customer charge, service charge, or minimum charge, specified therein, will be prorated on the basis of the ratio of the number of days Service has been rendered to the number of days in an average month of thirty days.

B. READINGS OF SEPARATE METERS NOT COMBINED

For the purpose of billing, each Meter upon the Customer's Premises will be considered separately, and the readings of two or more Meters will not be combined.

C. PAYMENT OF BILLS

1. All bills or Summary Bills are due within fifteen (15) business days of the bill or Summary Bill issuance date, as indicated on the Customer account bill or Summary Bill. Customer shall make payment to the Utility at the City of Anaheim, Division of Collections, by mail to City of Anaheim, 201 South Anaheim Boulevard, P.O. Box 3069, Anaheim, CA 92803, by telephone at 714-765-3300, online at www.anaheim.net, or as determined by the General Manager.
2. Customer shall pay the Utility bills for connection or reconnection of Service and deposit payments as required under the Rules before Service will be connected or reconnected, or as determined by the General Manager. The Utility shall not provide a Service Connection for a Premises where past due charges, fees and/or penalties exist and the Service Connection requested is from an adult who lived at the Premises when those charges, fees, and/or penalties accrued. That adult person shall pay the Utility all past due charges before a Service Connection will be provided.

D. RETURNED CHECK CHARGE

The Utility may require payment of a returned check charge (item handling fee) equal to that permitted under the City of Anaheim Municipal Code for any check or other negotiable instrument returned from the bank unpaid. In the event that the Utility determines that the returned check or other negotiable returned instrument did not occur as a result of any actions or omissions by the Customer, the Utility may waive the returned check charge (item handling fee).

E. LATE PAYMENT CHARGE

A late payment charge of 1.0% may be applied to the total unpaid balance of a Customer account if the Customer's payment is not received by the date indicated on the Customer account bill or Summary Bill.