



Northern States Power Company  
 Minneapolis, Minnesota 55401

**SOUTH DAKOTA ELECTRIC RATE BOOK - SDPUC NO. 2**

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6

Original Sheet No. 13

Relocated from SDPUC No. 1 Sheet No. 5-8

**SECTION 3 METERING AND BILLING**

**3.1 METERING AND TESTING**

The Company will furnish, install, and maintain one set of metering equipment for each account and rate schedule under which service is supplied. The location, number of meters and appurtenances, and specifics of installation will depend on the service arrangements and requirements of the rate schedules.

~~The Company will maintain and test its metering equipment in accordance with the Public Utilities~~  
 Commission's rules. In the event the Company's test shows a meter to have an average error of equal or more than 2% fast or slow, the Company shall make an adjustment of the bills for service during the period of registration error if known, up to a maximum period of five years. If not known, adjustment shall be made for a period equal to one-half the time lapsed since the last previous test but not to exceed six months. If the average meter error cannot be determined because of failure of part or all of the metering equipment, the customer shall pay an amount based upon registration of check metering equipment or an estimated amount based upon the customer's consumption for comparable operations over a similar period.

The customer may request the Company to test its meter. If the request to test a meter is made within one year of a previous meter test, a customer is required to pay a deposit for the meter test as follows:

Single phase or residential customer meter	\$10.00
Single phase demand or self-contained polyphase meter	\$20.00
All other polyphase meter	\$30.00

The payments will be refunded if the test shows the metering equipment to have an average error exceeding that as defined in the preceding paragraph.

**3.2 METHOD OF DETERMINING DEMAND FOR BILLING PURPOSES**

The actual demand in kW is defined as the greatest 15 minute average load during the billing period. For determining the adjusted demand, the actual demand may require application of the average power factor, which is defined as the quotient obtained by dividing the kilowatt-hours used during the month by the square root of the sum of the squares of the kilowatt-hours used and the lagging reactive kilovolt-ampere-hours supplied during the same period. Any leading kilovolt-ampere-hours supplied during the period will not be considered in determining the average power factor. The demand for billing shall be determined as shown in the respective rate schedule.

(Continued on Sheet No. 6-14)

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**GENERAL RULES AND REGULATIONS (Continued)**

Section No. 6  
3rd Revised Sheet No. 14  
Canceling 2nd Revised Sheet No. 14

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**3.3 MONTHLY BILLING**

Bills will normally be rendered monthly and may be paid by mail, or electronic or phone options, or to the Company's duly authorized agents during regular business hours. A "month", as used for billing purposes, does not mean a calendar month, but means the interval between two consecutive periodic meter reading dates which are, as nearly as practicable, at 30 day intervals. The Company may read certain meters less frequently than once each billing month, except that the Company will read the meter at least once every 12 months. If the billing period is longer or shorter than the normal billing period by more than four days, the bill shall be prorated on a daily basis except for the November, December, January, and February billing periods when the bill shall be prorated on a daily basis whenever the billing period is less than 25 days or more than 40 days.

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**3.4 BUDGET HELPER PLAN**

Qualified customers may, at their request, be billed under the Company's budget helper plan. Such plan shall provide for 11 equal monthly payments based on the customer's previous use. The billing for the twelfth month will reflect the actual billing for that month adjusted for the credit or debit balance carried forward from the previous month. The Company will review the account during the budget year to ascertain the reasonableness of the budget amount under current rates or conditions of use of service, and the monthly payment will be adjusted accordingly.

**3.5 LATE PAYMENT CHARGE**

A late payment charge of 1.0% of the unpaid balance will be added to the unpaid balance two working days after the date due. Customers under the budget helper plan or a payment arrangement will be assessed a late payment charge on the lesser of the outstanding scheduled payments or the outstanding account balance. All payments received will be credited against the oldest outstanding total account balance before application of the late payment charge. The late payment charge will be waived in instances where a company error is involved or where complications arise with financial institutions in processing automatic electronic payments.

(Continued on Sheet No. 6-15)

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**GENERAL RULES AND REGULATIONS (Continued)**

Section No. 6  
2nd Revised Sheet No. 15  
Cancelling 1st Revised Sheet No. 15

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**3.6 BILL DATE DUE**

Bills are due and payable upon presentation. For purposes of applying the late payment charge, the date due shown on the customer's bill shall be:

<u>Class</u>	<u>Date Due</u>
Large commercial and industrial Customers All Other Customers	The date no less than 20 days after the billing transmittal date by which a bill should be paid and the date before which no disconnection notice may be sent.

Residential and Small General Service customers have the option of selecting a modified due date for paying their bill. The due date can be extended up to a maximum of 14 calendar days from the normal due date. Customers selecting a modified due data will remain on that due date for a period not less than 12 months or may change back to the normal due date anytime.

**3.7 ESTIMATED BILLS**

An estimated bill will be rendered if impractical for the Company to read the meter in time for the billing operation or in cases of emergency. An adjustment, if any, will be made in the bill based on the next meter reading.

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**3.8 BILLING ADJUSTMENTS**

In General:

In the event of a meter or billing error resulting from:

- (1) an inaccurate meter;
- (2) an incorrect reading of the meter;
- (3) incorrect application of a rate schedule;
- (4) incorrect connection of the meter;
- (5) application of an incorrect multiplier or constant;
- (6) bill delay;
- (7) or other similar errors affecting billing as defined by the Public Utilities Commission's rule, the Company shall recalculate the customer's bill consistent with the Public Utilities Commission's rules and tariffs.

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(Continued on Sheet No. 6-15.1)

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**3.8 BILLING ADJUSTMENTS (Continued)**

Underbilled

In the event the customer was underbilled, the Company, except as provided below for billing errors resulting from Meter Errors, may recalculate the bills for service during the period of the error, up to a maximum of six years from the date of payment.

Overbilled

In the event the customer was overbilled, the Company, except as provided below for billing errors resulting from Meter Errors, shall recalculate bills for errors resulting in overcharges up to a maximum of six years from the date of payment.

Meter Error

In the event the Company meter was found to be defective upon testing, the Company shall calculate the adjustment amount on the basis the metering equipment should be 100% accurate, in accordance with the rules prescribed by the Public Utilities Commission. The Company shall refund the customer any excess charges for incorrectly metered electric service for a period equal to one-half the time elapsed since the last previous meter test, but not to exceed six months unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge will be computed from that date. The Company may charge the customer for any deficiency in billing for incorrect metered electric service for a period equal to one-half the time elapsed since the last previous meter test, but not to exceed six months unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge will be computed from that date. Adjustments shall be based on actual monthly consumptions.

Meter Error due to Meter Registration Creep

In the event the Company meter was found to be defective upon testing, the Company shall calculate the rate of creeping for one-half the time elapsed since the last previous meter test, but not to exceed six months unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge will be computed from that date.

Meter Error Due to Partial or Complete Meter Failure

In the event the average meter error cannot be determined by a test because the Company meter failed either partially or completely, the Company shall use the check metering registration, if any, to estimate the quantity of energy used, or estimate the quantity of energy used on all available data. The Company shall advise the customer of the metering equipment failure and the basis for the estimated bill. Any adjustment shall be made from the discovery date of metering equipment failure, or if not known, for a period equal to one-half the time elapsed since the last previous meter test, but not to exceed six months unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge will be computed from that date.

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**GENERAL RULES AND REGULATIONS (Continued)**

Section No. 6  
Original Sheet No. 16

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**3.9 RETURNED CHECK CHARGE**

There shall be a charge of \$15.00 for any check or draft submitted to the Company for payment which is dishonored or returned by the financial institution on which it is drawn.

**3.10 ACCOUNT HISTORY CHARGE**

There shall be a charge of \$5.00 per account to the authorized requesting party for providing account history when such request involves 10 or more accounts, regardless of the type of account or number of meters.

**3.11 SYNCHRONIZED BILL SERVICE**

Customers billed under the Company's Synchronized Bill Service will receive one bill each month for either residential or commercial service. Such service will provide one or more monthly synchronized bills which combine all premises for a customer into selected multi-site account bill statements. Customers need make only one payment covering the total amount due for all the accounts included in each synchronized bill. The Company may, at its sole discretion, select the bill date of a synchronized bill, limit the number of accounts included in any one synchronized bill and exclude accounts based on rate class or type, amount of bill, account arrearages, bill date or participation in other programs. Accounts can be combined from more than one bill date resulting in a delay of the bill statement mailing for all accounts until the synchronized bill date is reached. Customers may revert to standard billing upon request. Customers may request modifications to how their accounts are set up under synchronized bill service.

Synchronized bill service is subject to the following conditions:

- A. The most restrictive bill due date provision for the accounts combined in the synchronized bill will be applied in the Company-approved bill date when the synchronized bill is issued.
- B. The Company shall not be liable for any customer costs which may result from any refusal, delays or failure to provide synchronized bill service when requested, for synchronized bill account changes.
- C. Customers using synchronized bill service agree Company may modify at its option the meter reading date of all accounts on the synchronized bill to a single read date where Company has installed automatic meter reading facilities at such customer's service locations. The meter read date shall not revert to the prior read date except at the Company's discretion.

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