

ELECTRIC RATES

Trico Electric Cooperative, Inc.
 8600 W. Tangerine Road
 Marana, Arizona 85658
 Filed By: Vincent Nitido
 Title: CEO/General Manager

Effective Date: March 1, 2017

**ESTIMATION METHODOLOGIES
 SCHEDULE EM**

Application

The Estimation Methodologies Rate (EM) is applicable for purposes of bill estimation for all tariffs in the event a valid meter reading cannot be acquired. The Cooperative will make every reasonable attempt to secure an accurate reading of the meter. The Cooperative will make special efforts to secure an accurate reading of the meters for accounts with demand reading.

This rate is not applicable to resale or standby services.

Conditions for Estimated Bills

Estimated bills will be issued only under the following conditions:

- A. Labor shortages or work stoppages beyond the control of the Cooperative.
- B. Severe weather conditions, emergencies or other causes beyond the Cooperative's control which prevent the Cooperative from reading the meter.
- C. Circumstances that make it dangerous or impossible to read the meter, including but not limited to: locked gates, blocked access to meters, threatening or abusive conduct of Customers, vicious or dangerous animals or missing meters.
- D. Failure of a Customer who reads his own meter to deliver his meter reading to the Cooperative in accordance with the requirements of the Cooperative billing cycle.
- E. To facilitate timely billing for Customers using load profiles.
- F. Metering or communications failure.

Notice of Estimation

Each bill based on estimated usage will indicate that it is an estimated bill and note the reason for estimation.

Estimation Procedures

Trico currently utilizes a Customer information system (CIS) for billing, bill calculations and bill estimations.

- A. Detailed descriptions of estimation procedures for each of the conditions are numbered 1-12 below include but are not limited to:

**ESTIMATION METHODOLOGIES
SCHEDULE EM**

	Conditions for Estimated Bills	Estimation Procedures
1.	A kWh estimate with at least one year of history for the same Customer at same premise or new Customer with at least one year of premise history.	The CIS system calculates the estimate using the kWh, same month one year prior, from the same premise.
2.	A kWh estimate with less than 12 months' history for the same Customer at same premise.	The CIS system calculates the estimate using the kWh of the preceding month from the same premise.
3.	A kWh estimate with less than 12 months' history for a new Customer but with history on the premise.	The CIS system calculates the estimate using the kWh of the preceding month from the same premise.
4.	A kWh estimate with no prior consumption history.	The CIS system will bill the fixed monthly Customer charge only. The kWh will be billed with the next valid read in accordance with the Arizona Administrative Code.
5.	A kW estimate with a least one year of history for the same Customer at same premise or new Customer with one year of premise history.	The CIS system calculates the estimate using the kW, same month one year prior, from the same premise.
6.	A kW estimate with less than 12 months' history for the same Customer at same premise.	The CIS system calculates the estimate using the kW of the preceding month from the same premise.
7.	A kW estimate with less than 12 months' history for a new Customer but with history on the premise.	The CIS system calculates the estimate using the kW of the preceding month from the same premise.
8.	A kW estimate with no prior consumption history.	The CIS system does not estimate, a service order is issued for a meter technician to obtain a valid read.
9.	Time-of-Use estimate with at least one year of history for the same Customer at same premise or new Customer with at least one year of premise history.	Time-of-Use has two readings, "on-peak" and "off-peak". The CIS system calculates the estimate using the "on-peak" and "off-peak" kWh reads, same month one year prior from the same premise.
10.	Time-of-Use estimate with less than 12 months' history for the same Customer at same premise.	Time-of-Use has two readings, "on-peak" and "off-peak". The CIS system calculates the estimate using the "on peak" and "off-peak" kWh of the preceding month from the same premise.
11.	Time-of-Use estimate with less than 12 months' history for a new Customer but with history on the premise.	Time-of-Use has two readings, "on-peak" and "off-peak". The CIS system calculates the estimate using the "on peak" and "off-peak" kWh of the preceding month from the same premise.
12.	Time-of-Use estimate with no prior consumption history for a new Customer at new premise.	The CIS system will bill the fixed monthly Customer charge only. The kWh will be billed with the next valid read in accordance with the Arizona Administrative Code.

**ESTIMATION METHODOLOGIES
SCHEDULE EM**

B. Variance in estimation methods for differing conditions.

Examples of differing causes for estimation include, but are not limited to: tampering, energy diversion, damaged or destroyed meter, partial meter failure, and meter reading equipment failure.

In the event the meter has been tampered with or destroyed, or energy diversion has occurred, the methods referred to in item A. above still apply, prorating the usage if the estimation period is less than a full billing cycle. Examples:

Tampering and/or Energy Diversion:

A valid read was obtained on October 1, Year Two. A tampering or energy diversion is discovered on October 15th, the meter has the same reading from October 1, Year Two. An investigation reveals the service is active and electricity is being consumed. The same service history indicated a kWh usage of 900 kWh for the month of October Year One. A manual estimate will prorate based upon a daily average of the 900 kWh divided by the number of days in the history record the same month (31) for a total of 29 kWh per day times the number of days tampered (15) for a final estimate of 435 kWh.

If the service does not have a 12 month history the same formula is used with the past 3 month average.

In the event the investigation reveals evidence that the tampering or energy diversion occurred for a period exceeding one month, the Cooperative will use the applicable estimation procedure to the point in time that the tampering or energy diversion may be definitely fixed, or 12 months.

Meter Damaged/Destroyed:

The same estimation procedure as described in item A. above is used if it is determined that the damage or destruction is caused by the Customer to the point in time that the damage or destruction may be definitely fixed, or 12 months.

In the event the damage or destruction is otherwise caused, the estimation procedure is the same as described in item A. above, but the Customer responsibility is limited to 3 months for residential Customers and 6 months for non-residential Customers.

Partial Meter Failure:

If a meter is found to be deficient in recording any portion of the actual usage, the kW and kWh are estimated based on the percentage of deficiency for a period limited to 3 months for residential Customers and 6 months for non-residential Customers.

C. Conditions when estimations are calculated by the CIS system.

The CIS system calculates the estimate when the meter of a service does not record a valid read for the normal billing cycle for any of the reasons listed under "Conditions for Estimated Bills" above.

**ESTIMATION METHODOLOGIES
SCHEDULE EM**

D. Conditions when estimations are made manually

The manual estimate is made when there is a partial meter failure, or there is tampering, or a damaged/destroyed meter for less than the normal billing cycle and the bill must be prorated.

E. Procedures to minimize the need for using estimated data.

If feasible, the meter reader is asked to return to the service for a valid read. If the service has access problems an Offsite Meter Reading (OMR) or Automated Meter Reading (AMR) device may be installed. However, the Cooperative shall have the right of safe ingress to and egress from the Customer's premises at all reasonable hours for any purpose reasonably connected with property used in furnishing service and the exercise to any and all rights secured to it by law or the Arizona Corporation Commission.

F. Procedures for estimating first and final bills.

First and final bills are not estimated unless the meter fails. If the reading is not recorded for the first bill, the first bill is issued for the fixed monthly charge only. The total kWh will be billed on the first valid read. The final bill is not issued until such time a valid read is secured.

In the event of metering equipment that is damaged, destroyed or absent for the first or final bill, the estimate is the same as B. and D. above.

In the event of metering equipment failure for the first or final bill, the estimate is the same as B. and D. above.

In the event of metering equipment failure, is damaged, destroyed or absent for an account with a demand reading, for the first or final bill, the kWh and/or kW estimate is based on the connected equipment operating characteristics.

G. Procedure for estimation using Customer specific data.

If there is no service history available on which to base an estimate, the kWh and/or kW estimate is based on the connected equipment operating characteristics.

H. Prepaid Electric Service Estimation Methodology.

If there are communication issues that prevent the Cooperative from obtaining a valid daily kWh reading, the kWh consumption will continue to accumulate in the meter. When a valid daily reading results in a negative account balance, the Customer will be notified that they have 2 business days to replenish the account to avoid disconnection for a negative balance. The web portal will indicate no usage for the days with missing kWh readings. The Cooperative will provide all notices in this order: 1) home phone, 2) voicemail, 3) written letter, or 4) e-mail (if available).

If after 7 days of no valid kWh readings, the Cooperative will physically check and/or replace the meter, the Customer will be notified and one of the following actions will be applied to determine or estimate the kWh consumption:

1. If a valid reading can be obtained from the meter and the reading results in a negative account balance, the Customer will have a minimum of 5 business days to bring the account into a positive balance to avoid disconnection for a negative account balance.
2. If the Cooperative cannot obtain a valid reading from the meter, Trico will use the last valid 5-day average kWh consumption, to determine the amount of kWh to be applied

**ESTIMATION METHODOLOGIES
SCHEDULE EM**

- to the account. If this calculated billing results in the account having a negative account balance the Customer will have a minimum of 5 business days to bring the account into a positive balance to avoid disconnection for a negative account balance.
3. If the Customer does not have any prior consumption history, Trico will bill the daily fixed charges, plus applicable taxes only. If this billing results in the account having a negative account balance, the Customer will have a minimum of 5 business days to bring the account into a positive balance to avoid disconnection.