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BEFORE THE ARIZONA CORPORATION C

COMMISSIONERS
GARY PIERCE – CHAIRMAN
BOB STUMP
BRENDA BURNS
SANDRA D. KENNEDY
PAUL NEWMAN

IN THE MATER OF THE APPLICATION OF SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE, INC. FOR APPROVAL OF A NEW EXPERIMENTAL PREPAID RESIDENTIAL SERVICE TARIFF	DOCKET E-01575A-11-0439 DECISION NO. 73256 COMPLIANCE TO THE DECISION

Sulphur Springs Valley Electric Cooperative Inc. (SSVEC) here by submits a newly revised Bill Estimation tariff in compliance with Decision No. 73256 as ACC Staff has determined that SSVEC's submission of 8/2/12 for Estimation Tariff is insufficient. Attached is an explanation of the proposed method for estimation for Prepaid Residential service and a revised Bill Estimation Tariff Schedule EM with the changes marked in red.

Please direct all questions to David Bane at 520-515-3472 or dbane@ssvec.com

RESPECTFULLY SUBMITTED this 20th day of September 2012

Sulphur Springs Valley Electric Cooperative, Inc.

By _____
David Bane
Key Account Manager

Original and 14 copies of the foregoing

Files this 20th day of September 2012 with:

Docket Control
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

Sulphur Springs Valley Electric Cooperative, Inc.

A Touchstone Energy® Cooperative

311 E. Wilcox, Sierra Vista AZ 85635

Revised Estimation Tariff
In Compliance with Decision No. 73256

SSVEC was directed by ACC Staff to review the Estimation Tariff of Arizona Public Service (APS) as an example of an approved estimation process for prepaid electric service. SSVEC reviewed the APS document and used that as the basis for developing the proposed estimation tariff. Because the technology used by APS is radically different in capability and communication type from the system SSVEC is going to use, SSVEC was not able to use the exact same estimation methods. The following is the proposed section of the revised Estimation Tariff related just to schedule RPS. A marked version of the full tariff is included in this filing.

Special Conditions for the Experimental Residential Prepaid rate (Schedule RPS)

If there are communication issues that prevent the Cooperative from obtaining a valid kWh reading, kWh charges will accrue until a valid reading is obtained. When the valid reading results in a negative 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 zero usage for the days with missing reads.

After 7 days of no readings the Cooperative will physically check and/or replace the meter and if a valid reading can be obtained from the meter and the reading causes the account to become negative, the Customer will have 5 business days to bring the account into a positive balance to avoid disconnection for a negative balance. If the Cooperative cannot obtain a valid reading SSVEC will use the last valid 5 day average to estimate the daily average to be applied to the account. If this estimation results in the account having a negative balance, the Customer shall have 5 business days to bring the account into a positive balance to avoid disconnection.

Until the Prepaid module of our billing software has been installed and tested SSVEC would prefer not to estimate kWh consumption with Schedule RPS except as noted in paragraph 2 above and illustrated in Scenario #6 below. To demonstrate how these two paragraphs would work, SSVEC presents the following Scenarios of how the Estimation Tariff would be applied in various situations.

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Examples of Prepaid Residential Service.

Scenario #1 Normal process:

Customer Pays =	$75.00											$50.00	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$64.48	$54.90	$51.79	$47.33	$42.20	$35.72	$29.91	$24.78	$18.97	$13.17	$58.03	$ 51.55
Debit	$10.52	$ 9.58	$ 3.11	$ 4.46	$ 5.13	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 5.81	$ 5.13	$ 6.48	$ 5.81
										NOTICE	NOTICE		
kWh consumption	75	68	20	30	35	45	40	35	40	40	35	45	40
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 9.13	$ 8.28	$ 2.43	$ 3.65	$ 4.26	$ 5.48	$ 4.87	$ 4.26	$ 4.87	$ 4.87	$ 4.26	$ 5.48	$ 4.87
DSM	$ 0.07	$ 0.06	$ 0.02	$ 0.03	$ 0.03	$ 0.04	$ 0.04	$ 0.03	$ 0.04	$ 0.04	$ 0.03	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.23	$ 0.20	$ 0.06	$ 0.09	$ 0.11	$ 0.14	$ 0.12	$ 0.11	$ 0.12	$ 0.12	$ 0.11	$ 0.14	$ 0.12
taxes	$ 0.72	$ 0.65	$ 0.21	$ 0.30	$ 0.35	$ 0.44	$ 0.40	$ 0.35	$ 0.40	$ 0.40	$ 0.35	$ 0.44	$ 0.40
Total =	$10.52	$ 9.58	$ 3.11	$ 4.46	$ 5.13	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 5.81	$ 5.13	$ 6.48	$ 5.81

Beginning on day 10 the customer will receive a low balance notice until they add funds to their account as shown on day 12 of this example.

Scenario #2 the readings for day 4 were corrupted and could not be used.

Customer Pays =	$75.00											$50.00	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$64.48	$54.90	$51.79	$51.50	$42.32	$35.84	$30.03	$24.90	$19.10	$13.29	$58.16	$ 51.68
Debit	$10.52	$ 9.58	$ 3.11	$ 0.29	$ 9.18	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 5.81	$ 5.13	$ 6.48	$ 5.81
										NOTICE	NOTICE		
kWh consumption	75	68	20	0	65	45	40	35	40	40	35	45	40
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 9.13	$ 8.28	$ 2.43	$ -	$ 7.91	$ 5.48	$ 4.87	$ 4.26	$ 4.87	$ 4.87	$ 4.26	$ 5.48	$ 4.87
DSM	$ 0.07	$ 0.06	$ 0.02	$ -	$ 0.06	$ 0.04	$ 0.04	$ 0.03	$ 0.04	$ 0.04	$ 0.03	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ -	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.23	$ 0.20	$ 0.06	$ -	$ 0.20	$ 0.14	$ 0.12	$ 0.11	$ 0.12	$ 0.12	$ 0.11	$ 0.14	$ 0.12
taxes	$ 0.72	$ 0.65	$ 0.21	$ 0.02	$ 0.63	$ 0.44	$ 0.40	$ 0.35	$ 0.40	$ 0.40	$ 0.35	$ 0.44	$ 0.40
Total =	$10.52	$ 9.58	$ 3.11	$ 0.29	$ 9.18	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 5.81	$ 5.13	$ 6.48	$ 5.81

Rather than estimate Day 4 consumption it was added to day 5 based on the actual meter reading. No Estimation was used in balancing the account.

SSVEC's AMR communication is power line carrier based and it is not unusual to have a single reading corrupted and this is not an issue for the normal postpaid electric service as the billing cycle can range from 25-35 days. SSVEC feels that using this method will cause less confusion to the Customer than estimating the missing day and has no adverse impact to the Customer or SSVEC.

Scenario #3 Missing reading comes close to the low balance time.

Customer Pays =	$75.00											$50.00	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$64.48	$54.90	$51.79	$47.33	$42.20	$35.72	$29.91	$24.78	$18.97	$18.68	$58.16	$ 51.68
Debit	$10.52	$ 9.58	$ 3.11	$ 4.46	$ 5.13	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 0.29	$10.52	$ 6.48	$ 5.81
										NOTICE	NOTICE		
kWh consumption	75	68	20	30	35	45	40	35	40	0	75	45	40
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 9.13	$ 8.28	$ 2.43	$ 3.65	$ 4.26	$ 5.48	$ 4.87	$ 4.26	$ 4.87	$ -	$ 9.13	$ 5.48	$ 4.87
DSM	$ 0.07	$ 0.06	$ 0.02	$ 0.03	$ 0.03	$ 0.04	$ 0.04	$ 0.03	$ 0.04	$ -	$ 0.07	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ -	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.23	$ 0.20	$ 0.06	$ 0.09	$ 0.11	$ 0.14	$ 0.12	$ 0.11	$ 0.12	$ -	$ 0.23	$ 0.14	$ 0.12
taxes	$ 0.72	$ 0.65	$ 0.21	$ 0.30	$ 0.35	$ 0.44	$ 0.40	$ 0.35	$ 0.40	$ 0.02	$ 0.72	$ 0.44	$ 0.40
Total =	$10.52	$ 9.58	$ 3.11	$ 4.46	$ 5.13	$ 6.48	$ 5.81	$ 5.13	$ 5.81	$ 0.29	$10.52	$ 6.48	$ 5.81

Customer still received a low balance notice with enough time to replenish the account. No Estimation was used in balancing the account as kWh consumed on day 10 were added to day 11.

Scenario #4 Missing read creates a negative balance

Customer Pays =	$75.00											$ -	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$64.48	$54.90	$46.80	$40.32	$33.17	$24.66	$16.84	$ 9.01	$ 8.72	$ 8.43	**$ (7.49)**	**$ (13.97)**
Debit	$10.52	$ 9.58	$ 8.10	$ 6.48	$ 7.15	$ 8.50	$ 7.83	$ 7.83	$ 0.29	$ 0.29	$15.91	$ 6.48	$ 5.81
								NOTICE	NOTICE	NOTICE	NOTICE	NOTICE	NOTICE
kWh consumption	75	68	57	45	50	60	55	55	0	0	115	45	40
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 9.13	$ 8.28	$ 6.94	$ 5.48	$ 6.09	$ 7.30	$ 6.69	$ 6.69	$ -	$ -	$14.00	$ 5.48	$ 4.87
DSM	$ 0.07	$ 0.06	$ 0.05	$ 0.04	$ 0.04	$ 0.05	$ 0.05	$ 0.05	$ -	$ -	$ 0.10	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ 0.12	$ -	$ -	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.23	$ 0.20	$ 0.17	$ 0.14	$ 0.15	$ 0.18	$ 0.17	$ 0.17	$ -	$ -	$ 0.35	$ 0.14	$ 0.12
taxes	$ 0.72	$ 0.65	$ 0.55	$ 0.44	$ 0.49	$ 0.58	$ 0.53	$ 0.53	$ 0.02	$ 0.02	$ 1.09	$ 0.44	$ 0.40
Total =	$10.52	$ 9.58	$ 8.10	$ 6.48	$ 7.15	$ 8.50	$ 7.83	$ 7.83	$ 0.29	$ 0.29	$15.91	$ 6.48	$ 5.81

The missing readings on days 9 and 10 were picked up on day 11 causing the account to have a negative balance (highlighted in orange). They would not be subject to disconnection until two business days past day 12. Please note that the Customer received a low balance notice beginning on Day 8. No Estimation was used in balancing the account.

Scenario # 5 No reads for 7 days and SSVEC was able to get a reading from the METER in the field and the communications problem was corrected.

Customer Pays =	$75.00											$ -	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$64.48	$54.90	$46.80	$46.51	$46.22	$45.93	$45.63	$45.34	$45.05	$44.76	$ (8.22)	$ (14.70)
Debit	$10.52	$ 9.58	$ 8.10	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$52.98	$ 6.48	$ 5.81
												NOTICE	NOTICE

kWh consumption	75	68	57	0	0	0	0	0	0	0	390	45	40
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 9.13	$ 8.28	$ 6.94	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$47.46	$ 5.48	$ 4.87
DSM	$ 0.07	$ 0.06	$ 0.05	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 0.34	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.23	$ 0.20	$ 0.17	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1.17	$ 0.14	$ 0.12
taxes	$ 0.72	$ 0.65	$ 0.55	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 3.62	$ 0.44	$ 0.40
Total =	$10.52	$ 9.58	$ 8.10	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$52.98	$ 6.48	$ 5.81

Here the Billing System could not determine the cause for the missing readings and a service trip was ordered. The reading from the meter on day 11 brought the account to a current balance (which is negative) and the Customer would now have 5 business days to bring the account to a positive balance. No Estimation was used in balancing the account.

Scenario #6 The Meter failed and no ending reading is available and a new meter was installed.

Customer Pays =	$75.00											$ -	
Day	1	2	3	4	5	6	7	8	9	10	11	12	13
Credit	$75.00	$67.04	$58.94	$50.44	$50.15	$49.86	$49.57	$49.27	$48.98	$48.69	$ 48.40	$ (6.33)	$ (12.81)
Debit	$ 7.96	$ 8.10	$ 8.50	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 54.73	$ 6.48	$ 5.81
												NOTICE	NOTICE

kWh consumption	56	57	60	0	0	0	0	0	0	0	403	45	40
											Estimated		
SC	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27	$ 0.27
Energy	$ 6.82	$ 6.94	$ 7.30	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 49.05	$ 5.48	$ 4.87
DSM	$ 0.05	$ 0.05	$ 0.05	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 0.35	$ 0.04	$ 0.04
REST	$ 0.12	$ 0.12	$ 0.12	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 0.12	$ 0.12	$ 0.12
WPFCA	$ 0.17	$ 0.17	$ 0.18	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1.21	$ 0.14	$ 0.12
taxes	$ 0.54	$ 0.55	$ 0.58	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 0.02	$ 3.74	$ 0.44	$ 0.40
Total =	$ 7.96	$ 8.10	$ 8.50	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 0.29	$ 54.73	$ 6.48	$ 5.81

Because we could not get a meter reading due to a meter failure, this billing would be ESTIMATED, using the average consumption for days 1, 2 and 3 of 57.6 kWh per day (only 3 days were used to keep the examples consistent, we would try to use as many as 5 good readings to estimate the daily average) to fill in the missing 7 days which brought the account to a negative balance. Again the Billing System could not determine the reason for missing reading and a serviceman was sent to check the meter. When the estimated reading created the negative balance the Customer would have the 5 business days to add funds to his account to bring the account to a positive balance.

SULPHUR SPRINGS VALLEY
ELECTRIC COOPERATIVE, INC.
350 N. Haskell Ave
Willcox, Arizona 85643

Effective Date: September 1, 2009

STANDARD OFFER TARIFF

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 can not 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.

Special Conditions for the Experimental Residential Prepaid rate (Schedule RPS)

If there are communication issues that prevent the Cooperative from obtaining a valid kWh reading, kWh charges will accrue until a valid reading is obtained. When the valid reading results in a negative 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 zero usage for the days with missing reads.

After 7 days of no readings the Cooperative will physically check and/or replace the meter and if a valid reading can be obtained from the meter and the reading causes the account to become negative, the Customer will have 5 business days to bring the account into a positive balance to avoid disconnection for a negative balance. If the Cooperative cannot obtain a valid reading SSVEC will use the last valid 5 day average to estimate the daily average to be applied to the account. If this estimation results in the account having a negative balance, the Customer shall have 5 business days to bring the account into a positive balance to avoid disconnection.

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

SSVEC currently utilizes a customer information system (CIS) and/or billing personnel 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:

	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	Estimate using the kWh, same month one year prior and/or the amount of usage during the preceding month, from the same premise.
2.	A kWh estimate with less than 12 months' history for the same customer at same premise.	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.	Estimate using the kWh of the preceding month from the same premise.
4.	A kWh estimate with no prior consumption history.	Bill the fixed monthly customer charge plus applicable taxes 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.	Calculate the estimate using the kW, same month one year prior and/or the preceding month, from the same premise.
6.	A kW estimate with less than 12 months' history for the same customer at same premise.	Calculate 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.	Calculate the estimate using the kW of the preceding month from the same premise.
8.	A kW estimate with no prior consumption history.	Do 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". - Calculate the estimate using the "on peak" and "off-peak" kWh reads, same month one year prior and/or the preceding month 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". - Calculate 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	Time-of-Use has two readings, "on-peak" and "off-peak". - Calculate the estimate using the "on peak"

	Conditions for Estimated Bills	Estimation Procedures
	history on the premise.	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.	- Bill the fixed monthly customer charge plus applicable taxes only. The kWh will be billed with the next valid read in accordance with the Arizona Administrative Code.

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.

D. Conditions when estimations are made manually

The manual estimate is made by SSVEC personnel when there is a partial meter failure, weather related differences (previous years usage is reflective of unseasonable or greatly varied temperatures), 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 customers 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 charges plus applicable taxes 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.