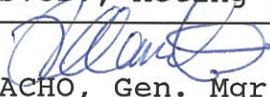


GUAM POWER AUTHORITY <i>Standard Operating Procedure</i>	No. *SOP-077	Issued: 03/15/93
	Prepared By: ANNIE Q. SANTOS Manager, Cust. Svcs., Acting	
Title: INVESTIGATION OF CUSTOMERS' HIGH BILL	Approved By:  RAYMOND C. CAMACHO, Gen. Mgr.	
Effective Date: 11/10/93 Supersedes No. Page 1 of 3		

INQUIRIES ON THE CUSTOMERS' PREMISES

As a representative of the Authority, an employee who is assigned to investigate a customer's inquiry concerning his/her billing has a dual responsibility. First he/she must make absolutely certain that all services used by the customer is being accurately registered on the meter. Then he/she should explain some of the metering factors to the customer who does not understand the procedures, so that the customer will be assured of the accuracy of the meter.

The following are steps in conducting meter investigations:

STEP I

- A. Upon arriving at the customer's residence or place of business, the Authority's representative should:
 1. Introduce himself/herself.
 2. Show his/her identification card or badge.
 3. Explain the purpose of his/her visit.
 4. Advise the customer, that in the process of checking, the electric service might be momentarily interrupted.
- B. The meter readings should be compared with those on the last bill. If an error is apparent, it should be explained to the customer and reported to the billing section.
- C. If the customer's question concerning his/her bill cannot be explained from the aforementioned, the Authority's representative should ask the customer if any appliances that effect seasonal loads is particularly important.

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C. (continued)

These would include, among others, air conditioners and dehumidifiers. It should also be determined whether the customer has replaced any major appliances recently. The replacement of a refrigerator with a newer, frost-free model may result in an increase in operating cost, and this should be explained to the customer.

- D. Ask the customer if there has been an increase in the number of persons living in the household.
- E. Ask the customer if situations have occurred that were out of the ordinary routine of the household. These would include such things as more entertaining than usual, guests visiting in the home, an illness in the family, and other factors that would increase the customer's bill.
- F. If the customer's inquiry cannot be explained after carrying out the parts of Step I, proceed to Step II.

STEP II

- A. Check for causes of abnormally high consumption, such as:
 - 1. Dirt or lint-clogged filters on air conditioning units.
 - 2. Leaky hot-water faucets where electric water heaters are used.
 - 3. Defective water pump.
 - 4. Heating water on range.
- B. If the preceding investigation is sufficient, discuss these factors with the customer briefly, pointing out any reasons you have found for the increase in the customer's electric bill.
- C. If further investigation is necessary, proceed to Step III.

STEP III

- A. If there is a load on the meter, ask the customer to shut off all appliances and lighting at the appliance or light switch. Recheck if meter continues to indicate a load and determine absolutely whether rotation is due to a missed load or loss to ground. If it is determined that there is a loss to ground, this should be checked with a stop watch and the rate of loss established.
- B. If possible, it should then be determined which circuit is grounded, and if convenient to the customer, the circuit should be disconnected by removing the fuse or opening of the circuit breaker. The condition should be explained to the customer and he/she should be advised to have the condition corrected by an Electrician before again using the circuit. If the loss to ground is found to be a defective appliance, it should be disconnected and the customer advised to have repairs made before reconnecting the appliance.

STEP IV

If no explanation for the bill has been reached, the meter should then be checked for accuracy, creep, proper constant, and correct register ratio. The results of each check should be noted on the investigation order.