

**UNITED WATER VIRGINIA INC.**

**RATES, RULES AND REGULATIONS**

**FOR**

**FURNISHING WATER SERVICE IN THE TERRITORY SUPPLIED BY THE  
COMPANY TO THE FOLLOWING SUBDIVISIONS IN VIRGINIA:  
RIVERDALE, SOUTH HILL BANKS, ADAMS GROVE, BERKLEY BEACH, BLEAK  
HALL, DARL, DRIFTWOOD BEACH, CABIN POINT,  
GLEBE HARBOR, POTOMAC SHORES, WESTMORELAND SHORES,  
EBB TIDE BEACH, MARLE HILL, JETTY'S REACH,  
MONTROSE MOBILE HOME VILLAGE, BAYQUARTER SHORES,  
SHERWOOD FOREST SHORES, STRATFORD HARBOUR,  
CORROTOMAN BY THE BAY, CHURCH POINT, AND OLD PROSPECT LANDING**

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Applicable in all territory served by the Company.

**AVAILABILITY OF SERVICE:**

Available to all metered customers other than customers purchasing water for resale.

**WATER RATE:**

		Rate Per 1,000 Gallons
<u>Bi-Monthly</u>		
For the first	6,000 gallons	<u>\$96.59/Minimum Charge</u>
For the next	9,000 gallons	<u>\$5.8140</u>
All over	15,000 gallons	<u>\$8.9148</u>
 <u>Monthly</u>		
For the first	3,000 gallons	<u>\$48.295/Minimum Charge</u>
For the next	4,500 gallons	<u>\$2.907</u>
All over	7,500 gallons	<u>\$4.4574</u>

**MINIMUM CHARGE:**

No bill will be rendered for less than the minimum charges set forth below:

Meter Size	Bi-Monthly	Monthly
5/8 inch	\$96.59	\$48.295
3/4 inch	\$96.59	\$48.295
1 inch	\$96.59	\$48.295
1 ½ inch	\$96.59	\$48.295
2 inch	\$96.59	\$48.295
3 inch	\$96.59	\$48.295
4 inch	\$96.59	\$48.295
6 inch	\$96.59	\$48.295
8 inch	\$96.59	\$48.295

**SEASONAL BASE CHARGE**

Seasonal customers that are disconnected from the system will be billed \$15.50 every month or \$31.00 every two months for service availability.

**ACTIVATION CHARGE:**

When a customer applies to initiate water service, a charge of twenty-five dollars (\$25.00) will be assessed to cover the cost of activating the service.

\$25.00

**COLLECTION FEE:**

This charge is applicable for all customers when a customer pays a past due bill at the time that Company personnel visits the premise with the intent to disconnect the service for non-payment.

Rate:

	<u>Each Occurrence</u>
Collection Fee	\$25.00

**SERVICE CONNECTION CHARGE:**

3/4 inch Service Connection	<u>\$1,200.00</u>
Service Connections over 3/4 inch	Actual cost to Company including overhead

All service connection charges will be gross-up for federal income tax if any should occur. The customer shall pay to the Company the service connection charge prior to installation.

**RECONNECTION FEE:**

This charge is applicable for all customers where service has been disconnected.

Rate:

	<u>Each Occurrence</u>
Reconnection Fee	\$50.00

**RETURNED CHECK CHARGE:**

This charge is applicable for all customers where the customers check or bank draft is returned by the Bank for insufficient funds, closed account or some other appropriate reason.

Rate:

	<u>Each Occurrence</u>
Return Check Charge	\$25.00

**RULES AND REGULATIONS**

The Rules and Regulations, as herein set forth, or as they may hereafter be altered or amended in a regular or legal manner, shall govern the rendering of water service, including the extension of

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mains and the making of connections thereto, and every customer, upon signing an application for any service rendered by the Company, or upon the taking of water service, shall be bound thereby.

**RULE NO. 1 - DEFINITIONS:**

- (a) A "service connection" is a pipe used to supply a single premise only, and no premises shall be supplied by more than one service connection unless agreed upon between the owners and the Company.
- (b) "Premises" as used herein shall mean:
  - (1) A building under one roof, owned or leased by one party and occupied as one business or residence; or
  - (2) A combination of buildings, owned or leased by one party in one common enclosure, occupied by one family or business, exclusive of apartment houses; or
  - (3) The one side of a double house, having a solid vertical partition wall; or
  - (4) A building owned or leased by one party, of more than one apartment, and using in common one hall and one entrance; or
  - (5) A building owned or leased by one party, having a number of apartments or offices, and using in common one hall and one or more means of entrance; or
  - (6) A building owned or leased by one party having a number of apartments, offices or lofts which are rented to tenants; or
  - (7) A combination of contiguous apartment buildings owned or leased by one party having a number of apartments which are rented to tenants; or
  - (8) Each local housing authority created pursuant to State law operating without profit a low rent housing and slum clearance project which is located on a single site, provided that such site may be composed of one or more contiguous parcels and provided further that roadways through the site shall not be considered as dividing or separating the same into more than one site. Each such project will be billed for the consumption of the project as totalized whether or not one or more meters are used; or

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- (9) A public building such as a town hall, school house, fire engine house, etc.; or
  - (10) A single lot or park or playground; or
  - (11) Each house or building in a row having common walls.
- (c) A "customer" is any party contracting for and receiving water service through a meter connection.
  - (d) "Company" as used herein is United Water Virginia Incorporated.

**RULE NO. 2 - SERVICE CONNECTIONS:**

- (a) Before a service connection is provided, the owner of the premises to be supplied, or his duly authorized representative, shall make application for water service upon forms prescribed by the Company, and pay to the Company the service connection charges as herein provided on the appropriate District Tariff sheet. Upon approval of the application, the Company shall install the service connection from the main in the street to the outlet side of the curb stop when the meter is installed inside the property line of the premises or to the meter box when the meter is installed at the curb or property line.
- (b) The Company will maintain and replace when necessary all service connections from the main to the curb box or outside meter setting.
- (c) The Company will make all connections to its mains and will specify the size, kind and quality of all materials entering into the service connection.
- (d) The corporation cock, curb cock, curb box and service pipe from the street main to the curb box laid at right angles to the main will be furnished and installed by and shall remain the property of the Company and under its sole control and jurisdiction.
- (e) The service connection from the main to and including the curb box, or outside meter setting will be maintained by the Company at its expense.
- (f) These rules and regulations shall not apply to special connections for fire service, or to service of a temporary nature. Such special connections for fire service and services of a temporary nature shall be installed, maintained, replaced and removed at the expense of the owner, but such installation shall be subject to approval by the Company.

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**RULE NO. 3 - CUSTOMER'S SERVICE PIPES:**

- (a) The Company will specify the size, kind and quality of the materials which shall be laid between the property line and the structures on the premises to be supplied.
- (b) The service pipe from the property line to the place of consumption, not less than 3/4 inch diameter, shall be furnished and installed by the customer at his expense and risk.
- (c) The customer's service pipe and all connections and fixtures attached thereto shall be subject to the inspection and approval of the Company before the water will be turned on.
- (d) The customer's service pipe shall be laid at all points at least three feet (3') below the surface of the ground and shall be installed in a trench at least ten feet (10') in a horizontal direction from any sewer trench and two feet (2') from any other trench unless otherwise specifically authorized or approved by the Company. In backfilling the trench, rock or ashes shall not be permitted within one foot (1') of the service pipe and clean soil shall be filled into a depth of at least one foot (1') over the service pipe. All installation shall conform to Commonwealth of Virginia Waterworks Regulations.
- (e) The customer shall install a stop and waste cock of a type approved by the Company on the service pipe immediately inside the foundation wall of the building supplied, or immediately outside of the foundation in a suitable tile or vault, and so located as to be easily accessible to the occupants and to provide proper drainage for all of the pipe line in the building and the meter if installed in the building.
- (f) No fixture shall be attached to or any branch made in the service pipe between the meter and the street main.
- (g) Any repairs, maintenance, replacement or relocation necessary on the customer's service pipe or fixtures in or upon the customer's premises shall be performed by the customer at his expense and risk.

**RULE NO. 4 - CROSS CONNECTIONS AND BACK SIPHONAGE:**

- (a) No pipe or fixtures connected with the mains of the Company shall also be connected with pipes or fixtures supplied with water from any other source.

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- (b) Piping systems supplying swimming pools or tanks shall be so arranged as to prevent water from re-entering the water distribution system by siphonage or other means. An independent supply pipe shall be provided in such a way that its discharge end is at least eight inches (8") above the highest possible water level in such a swimming pool or tank. These installations shall, in each case, be approved by the Company.
  - (c) The plumbing on all premises supplied from the Company's water system shall conform to the Commonwealth of Virginia Waterworks Regulations, and any local codes which may be applicable.

**RULE NO. 5 - METERS AND METER INSTALLATIONS:**

- (a) The Company shall determine the type and size of meter to be installed.
- (b) Meters, except those installed on private fire connections or for sewer exemption purposes, will be furnished, installed and removed by the Company and shall remain its property.
- (c) Where meters are installed within the building, the customer shall provide at his expense, a readily accessible and protected location for the installation of the meter at such a point as will control the entire supply to the premises, which location must be acceptable to the Company as most convenient for its service.
- (d) Each premises shall be supplied through a separate meter, or, if necessary and at the option of the Company, through a separate battery of meters. Where a battery of meters is installed, the registrations of such meters shall be combined for billing purposes and shall be subject to a Minimum Charge equal to the combined Minimum Charges for the meters comprising the battery setting. Where, however, a premises is supplied through more than one service, unless otherwise provided in contracts entered into for service to premises, the registration of the meter installed on each such service shall be billed separately subject to the Minimum Charge for each meter.
- (e) Meters will be maintained by the Company at its expense insofar as ordinary wear is concerned, but damage to any meter due to hot water, freezing, or other external causes arising out of or caused by the customer's negligence or carelessness shall be paid for by the customer.
- (f) The customer shall promptly notify the Company of any defect in or damage to the meter or its connection.

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**RULE NO. 6 - METER TESTS AND TEST FEES:**

- (a) All meters are accurately tested before installation. Meters are also periodically tested in accordance with State Corporation Commission's Regulations. The Company may, at any time, remove any meter for routine tests, repairs, or replacement.
- (b) The Company shall, upon request of a customer, and if he so desires in his presence or that of his authorized representative, make without charge, a test of the accuracy of the meter in use at his premises, provided that the meter has not been tested by the Company or by the State Corporation Commission within the period of one year previous to such request, and that the customer will agree to abide by the results of such test in the adjustment of disputed charges. A written report of the results of the test shall be furnished to the customer.
- (c) Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Company shall bill or refund to the customer, as the case may be, such percentage of the amount of bills, covering the consumption indicated by the meter for the previous six (6) months, as the meter was found to be in error at the time of test.

**RULE NO. 7 - PRIVATE FIRE SERVICE CONNECTIONS:**

- (a) All applications for private fire service connections and private fire hydrants shall be made in writing on application forms provided by the Company.
- (b) The size of the private fire service connection shall be determined by the Company.
- (c) The entire private fire service system shall be subject to the inspection test and approval of the Company before the service is made effective. The Company shall have the right to enter the premises at any reasonable time for the purpose of making an inspection of the entire private fire service system. Any irregularities disclosed shall be cause for discontinuing service unless corrected by the customer within ten (10) days after written notice is given by the Company.
- (d) No water shall be taken or used through a private fire service connection for any purpose other than for extinguishing fires, except for the purpose of testing fire fighting equipment. Such test as mentioned above may be made only under special permit from the Company, and the Company may require that its representative be present at such test.

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- (e) Hydrants and other fixtures connected with a private fire service connection may be sealed by the Company and such seals shall be broken only in case of fire or as specially permitted by the Company, and the customer must immediately notify the Company of the breaking of any such seal.
  - (f) The Company shall not, in any way or under any circumstances, be held liable or responsible to any party for any losses or damage resulting from fire or water or other agency which may occur due to the installation of presence of a private fire service connection, or any pipe or fixture connected therewith; or for any losses or damage resulting from any leakage or other flow of water from said private fire service connection or any of the pipes or fixtures connected therewith; or for any losses or damage resulting from any excess or deficiency in pressure or supply of water due to any cause whatsoever.
  - (g) The Company requires an approved fire line meter or a detector check valve with by-pass, including meter installed in such by-pass, to be furnished and installed by the customer just inside the building wall or other convenient location on the customer's premises.
  - (h) The entire cost and expense of installing and maintaining a private fire service connection or a private fire hydrant shall be paid for by the customer, and any work done by the Company in connection therewith shall be at the expense and risk of the customer. The customer shall deposit with the Company, in advance, a sum estimated by the Company to cover the cost and expense of any labor or materials it may furnish. The deposit shall be adjusted upon completion of the work to agree with the actual cost and expense to the Company. The Company shall, at the expense of the customer, make the tap in the main.

**RULE NO. 8 - CUSTOMER DEPOSITS:**

- (a) The Company may require of any customer a cash deposit or other suitable guarantee to secure the performance by the customer of the terms and conditions of the Company under which water service is supplied. The amount of the deposit shall be determined in the following manner:

An amount equal to the estimated bill for two months service.

- (b) The deposit will be refunded after final settlement of the customer's account and interest on the deposit will be paid as determined by the

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Commission annually from the date of the deposit receipt to the date the customer discontinues the use of water service.

- (c) Whenever the Company has determined that a customer's credit has been satisfactorily established for a one-year period, it shall apply the deposit to the customer's account with interest.
- (d) If the customer fails to maintain satisfactory credit with the Company, it may require a deposit from the customer which will be held until the customer has established satisfactory credit for a period of not less than one year.

**RULE NO. 9 - DISCONTINUANCE OF WATER SERVICE:**

- (a) Service rendered may be discontinued by the Water Company after ten (10) days written or printed notice for any of the following reasons:
  - (1) For willful or indifferent waste of water due to any cause.
  - (2) For failure to protect and maintain the service pipe or fixtures on the property of the customer in a condition satisfactory to the Company.
  - (3) For molesting or tampering by the customer, or others with the knowledge of the customer, with any meters, connection, service pipe, curb cock, seal or any other appearance of the Company controlling or regulating the customer's water supply.
  - (4) For failure to provide the Company's employees free and reasonable access to the premises supplied, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply.
  - (5) For nonpayment of any account ten (10) days past due for water supplied, for any fee or charge accruing under these Rules and Regulations and the effective Schedule of Rates. In no case shall payment for current service be considered past due if received by the Company within twenty (20) days from the mailing date or date of hand delivery.
  - (6) For violation of any rule or regulation of the Company.
  - (7) Upon the request of public authorities for nonpayment of sewer bills in accordance with Section 15.2-5151 of the Code of Virginia.

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- (b) Service may be disconnected after five (5) day written or printed notice if an insufficient funds check was utilized to make payment and the account is at least ten (10) days past the original due date.
  - (c) Discontinuing the supply of water to a premises for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the customer.
  - (d) When water service to a customer has been terminated for any above stated reasons, it will be renewed only after the conditions, circumstances or practices which caused the water service to be discontinued are corrected to the satisfaction of the Company, upon payment of all charges due and payable by the customer in accordance with these Rules and Regulations and the effective Schedule of Rates.

**RULE NO. 10 - TURN-ON OR OFF CHARGES:**

- (a) When water service to any premises has been discontinued because of nonpayment of a bill or other violation of the rules and regulations, the charge stated in the Schedule of Rates will be required during normal scheduled working hours; and this charge, together with all other amounts which may be due to Company by the customer, must be paid before the water is restored.
- (b) If, at the time of such discontinuance of service for nonpayment of bill, the customer does not have a deposit with the Company, the Company may require a deposit as a guarantee of the payment of future bills, as set forth in Rule No. 8, before the water will be turned on.
- (c) For turn-ons and turn-offs requested by the customer, the charge stated in the schedule of rates will be required during normal working hours.
- (d) Turn-ons, turnoffs requested by the customer for reasons other than nonpayment of a bill during nonscheduled working hours will be paid by the customer at a cost of \$80.

**RULE NO. 11 - BAD CHECK CHARGE:**

Whenever a check tendered by a customer in payment of his bill is returned by the bank on which it is drawn unpaid, for any reason, the additional charge stated in the Schedule of Rates shall be added to the customer's bill.

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**RULE NO. 12 - BILLS FOR WATER SERVICE:**

- (a) Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for nonpayment nor permit an extension of the date when the account will be considered delinquent.
- (b) If bills are to be sent to an address other than the premises served, the Company should be notified in writing by the customer of any change of address.
- (c) If requested in writing by the customer, the Company will send bills to and will receive payments from agents of tenants. However, this accommodation will in no way relieve the customer of the liability for all water charges and the Company shall not be obligated to notify the customer of the nonpayment of water bills by such agents or tenants.
- (d) Payment shall be made at the office of the Company or at such places conveniently located as may be designated by the Company.
- (e) The Company reserves the right to correct any bills rendered in error as to service supplied.
- (f) Each "Premises" as described in Rule No. 1 shall be billed separately for service.
- (g) If the meter should fail to register for any reason, or if the meter reader should be unable to read the meter at the time the meter is to be read, an estimated bill will be submitted.
- (h) Bills for metered water service shall be rendered monthly or bi-monthly in arrears depending upon the class and quantity of service rendered.
- (i) Water for building purposes will be furnished by meter measurements only, and all water for building purposes must pass through one and the same meter. A suitable deposit, the amount to be determined by the Company, may be required.

**RULE NO. 13 - TERM OF PAYMENT:**

- (a) Bills for water service shall be due and payable twenty (20) days from the mailing date or date of hand delivery.

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- (b) If a bill is not paid within ten (10) days after a written or printed notice properly given by the Company to the customer of record, the account will be delinquent, service may be discontinued and the meter removed by the Company, and the deposit, if any may be applied against such bill and any other arrears due by the customer.

**RULE NO. 14 - CUSTOMER'S LIABILITY FOR CHARGES:**

A customer who has made applications for or received water service at a premise shall be held liable for all water service to such premise until such time as the customer properly notifies the Company to discontinue the service for his account.

**RULE NO. 15 - ABATEMENTS AND REFUNDS:**

There shall be no abatement of the minimum water rates, in whole or in part, by reason of the extended absence of the customer, unless the customer has requested that such service be discontinued. No abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the customer; except in the following cases:

- (a) In the residential and commercial classifications, a one time adjustment will be considered for an underground leak. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction, where the permanent resident has occupied the property for less than one (1) year.
- (b) In the residential classification, a one time per five (5) year period adjustment will be considered for a leaking toilet fixture. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction, where the permanent resident has occupied the property for less than one (1) year.

In each case where an adjustment is considered, satisfactory proof of repairs must be provided by the customer prior to processing of such adjustment

**RULE NO. 16 - PRESSURE AND CONTINUITY OF SUPPLY:**

- (a) The Company does not guarantee a sufficient or uniform pressure, or uninterrupted supply of water; and customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured, such as for steam boilers, hot water systems, gas engines, etc.

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- (b) In high level sections where pressure is low, the customer shall, if he desires a higher pressure than furnished at the mains of the Company, install at his own expense a tank and/or booster pump, of a type and installation approved by the Company.
  - (c) Where the pressure to a customer's premise is greater than he wishes, it shall be his responsibility to install the proper regulating device to reduce the pressure to the extent desired.
  - (d) The Company will supply at a minimum pressure of 20 psi, under normal operating conditions.

**RULE NO. 17 - INTERCEPTING TANK REQUIRED FOR LARGE CUSTOMERS:**

Service pipes for railroad locomotive supply or character of uses requiring a large quantity of water within a short period will not be permitted except through intercepting or intermediate storage tanks. The connection for such tanks shall be made in such a manner as may be approved by the Company.

**RULE NO. 18 - INTERRUPTIONS IN WATER SUPPLY:**

- (a) The Company may, at any time, shut off the water in the mains in case of accident, or for the purpose of making connections, alterations, repairs changes or for public fire service or other emergencies whenever the public welfare may require it.
- (b) While it is the intention of the Company to give notice in advance of any work, which must be done, that will necessitate any interruption of the supply, such notice is to be considered a courtesy, and not a requirement on the part of the Company. Property owners must so regulate their installations connected with the water supply system that damage will not occur if water is shut off without notice.
- (c) The Company will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur.

**RULE NO. 19 - GENERAL:**

- (a) The service pipes, meter and fixtures on the customer's premises shall be accessible to the Company for observation or inspection at reasonable hours.

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- (b) No one person shall turn the water on or off at any street valve, corporation cock, curb cock or other street connection or disconnect or remove any meter without the consent of the Company. Penalties provided by law for any such unauthorized action will be rigidly enforced.
  - (c) Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any service rendered to its customer except as covered by its Rules and Regulations and effective Schedule of Rates.
  - (d) No employee or, agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter or intent of these Rules and Regulations.
  - (e) Any complaint against the service or employees of the Company should be made at the office of the Company and preferably in writing.

**RULE NO. 20 - PUBLIC FIRE HYDRANTS:**

General - The following provisions shall apply to all fire hydrants:

- (a) The use of public fire hydrants will be restricted to the taking of water for the extinguishments of fire and water shall not be taken from any public fire hydrants for construction purposes, sprinkling streets, flushing sewer or gutter, or for any other use, unless specially permitted by the Company for the particular time and occasion.
- (b) The Company shall not be considered in any manner as insurer of persons or property, or to have undertaken to extinguish fires, or to protect any persons or property against loss or damage by fire or otherwise, and shall not be responsible to any person or persons for any loss, damage or injury by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever.

Public fire hydrants shall be the property of Water Company and will be maintained by the Water Company.

**RULE NO. 21 - EXTENSION OF MAINS:**

The Company will extend its distribution system to supply consumers where application of service has been made, under the following terms and conditions:

- (a) Where the cost of the extension does not exceed three and one-half times annual revenue from bona fide applicants whose pipe will be directly

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connected to the extension and from whom the Company has received applications for, service upon forms provided by the Company for this purpose, the Company will install, at its own cost and expense, the necessary extension.

- (b) When the estimated cost of the extension exceeds three and one-half times the estimated normal annual revenue from bona fide applicants whose service pipes will be directly connected to the extension and from whom the Company has received application's for service upon forms provided by the Company for this purpose, the person seeking the extension will deposit with the Company the difference between the cost estimated by the Company of the construction of the extension including Federal income taxes imposed with respect thereto and three and one-half times the estimated normal annual revenue of the person seeking the extension. Upon completion of the cost of the extension, the computation shall be made to determine the actual cost of the extension (including Federal income taxes). If the deposit differs from the actual cost of the extension, less three and one-half times the estimated normal annual revenue of the depositor, the depositor will deposit any additional amounts shown to be due or the Company will refund to the depositor any excess amount shown to have been deposited. It is the intent that the deposit required should be based on actual installation cost including Federal income taxes.
- (c) Any deposit so made shall remain without interest, in the possession of the Company, subject to refunds as follows:
- (1) When and as additional bona fide consumers are secured whose service lines are directly connected to such extension, the Company will refund to the original depositor or depositors an amount equal to three and one-half times the estimated annual normal revenue from such additional consumers. Refunds will be made for a period of ten years only from the date of the original deposit, and the total of such refunds will in no event exceed the amount of the original deposit. All or any part of the deposit not refunded within said ten year period shall remain the property of the Company.
- (d) The ownership of the extension installed under this rule shall at all times be in the Company, its successors and assigns.
- (e) Where the main or extension is to be installed in a private street the owner thereof shall provide, free of cost to the Company, an easement and a free, unobstructed and uninterrupted right of way for the installation,

maintenance and extension of the main in such private street, and shall, if requested by the Company, place on public record a facsimile plat showing the location of such street.

- (f) The Company reserves the right to determine the size of the pipe necessary in making such extension, but in no case shall pipe smaller than six (6) inches in diameter be laid except where public fire protection service is not involved.
- (g) Estimated normal annual revenue as used in Rule 21 (a), (b) and (d) and as applying to residential customers, shall be determined each year by computing the average residential revenue of all residential customers for the previous year.