Exhibit C-4a

Applicant's Written Procedures for Adjustments to Bills



WRITTEN PROCEDURES AND LIKELY ADJUSTMENTS TO BILLS

Upon receipt of a tenant complaint and after investigation by Metergy Solutions LLC and determination of an error in billing, a new bill will be generated to replace the incorrect bill.

1. If an error is found to have originated months prior to the bill in question, adjustments will be made retroactively to the month when the error originated but no more than three (3) months prior to the date Metergy Solutions LLC identified an error.

2. Any credit due will be

   a. Applied to the corrected bill and carried over to future bills, as applicable, or

   b. If the tenant requests a refund, a refund will be issued via check and mailed within 30 days.

3. If the tenant owes additional funds as determined from the billing investigation, the new bill will allow the normal 30 days for payment. Additionally, tenants under a Balanced Billing plan or a deferred payment agreement will be entitled to make payments of the amount owed in accordance with their payment plan.

4. The tenant will be notified of any bill adjustments before the implementation of such adjustments.

5. Metergy Solutions LLC and/or the Owner shall keep records of all communications relating to the adjustment of bills for a period no less than three years from the date the tenant made the complaint.

Reasons for Possible Adjustments to Bills:

1. Submeter malfunction or data communication issue. In this event, an estimated bill will be prepared based on tenant's historic electric usage. The amount will be 'trued-up' on the next bill. If the estimate was high, the tenant will be credited the difference. If the estimate was low, Metergy will include the difference on the tenant's next bill, along with usage charges for the current month. If the amount of the actual bill because of the inaccuracy of prior estimation is more than 25% larger than the amount of the prior estimated bill, Metergy shall arrange for amortization

of the excess amount of the bill in equal installments at a rate such that the bill will be fully amortized over a period of not less than equal duration to the duration of the period during which no actual reading was taken.

2. Incorrect rate charged or an incorrect billing period due to move-in/move-out dates. In this event, a credit or additional charges, if applicable, will be charged to the tenant on the subsequent billing cycle.