

Meter Tests and Adjustment for Bills for Meter Error Rule and Regulation 17

A. Meter Tests

Any customer may, upon not less than five days' notice, require the District to perform an electric meter test. No payment or deposit will be required from the customer for such test except under the following conditions:

1. When the meter test request is within six months after the date of installation of the meter, or
2. When the customer requests a meter test more often than once in six months.

If these exceptions apply, a deposit to cover the reasonable cost of the test will be required of the customer. The District will annually set the payment or deposit amount for meter tests based on average costs.

The District will apply the amount deposited by the customer as payment to the District to cover the meter test cost. However, the deposit will be returned to the customer if the meter is found, upon test, to register more than 2% fast or slow under conditions of normal operation.

A customer shall have the right to require the District to conduct the test in the customer's presence or, if the customer so desires, in the presence of an expert or other representative appointed by the customer. A report giving the result of the test will be supplied to the customer within a reasonable time after completion of the test.

No meter will be placed in service or allowed to remain in service that has an error in registration in excess of 2% under conditions of normal operation.

B. Adjustment of Bills for Meter Error

When as the result of any test, a meter is found to be more than 2% fast, the District shall refund to the customer the overcharge based on the corrected meter readings for the period in which the meter was in use, not exceeding six months, unless it can be shown that the error was due to some cause, the date of which can be fixed. In this case, the overcharge shall be computed back to such time but not beyond three years prior to the date the error is brought to the attention of the District.

If a meter for residential service, as the result of any test, is found not to register or to register less than 75% of the actual consumption, an average bill, or a bill for the electricity consumed but not covered by the bills previously rendered for a period not to exceed three months, may be rendered to the customer by the District. In the case of meter tampering or fraud, billing adjustments may exceed the three-month billing limitation to cover the substantiated period of the infraction.

If a meter for nonresidential service, as the result of any test, is found to register more than 2% slow, the District may render a bill for electricity consumed but not covered by bills previously rendered for a period not to exceed three months, provided that if the actual period of error exceeds three months and same can be definitely determined, the correction to be made, as herein provided, may cover such actual period, but not beyond three years prior to the date the error is brought to the attention of the District. In the case of meter tampering or fraud, billing adjustments may exceed the three-month billing limitation to cover the substantiated period of the infraction.

(End)