

Meter Tests and Adjustment for Bills for Meter Error

Rule and Regulation 17

I. Meter Tests

Any customer may, upon not less than five days' notice, require SMUD 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. SMUD will annually set the payment or deposit amount for meter tests based on average costs.

SMUD will apply the amount deposited by the customer as payment to SMUD 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 percent fast or slow under conditions of normal operation.

A customer shall have the right to require SMUD 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 percent under conditions of normal operation.

II. Adjustment of Bills for Meter Error

When, as the result of SMUD testing, a meter is found to be more than 2 percent fast, SMUD will provide the customer a refund of the overcharge based on the corrected meter data for the period in which the meter was in use. Refunds will be made for a maximum of 6 billing periods unless a date for the cause of the error can be established. In this case, the overcharge will be computed back to the established date of the error, but not beyond three years prior to the date the error is brought to SMUD's attention.

When, as the result of SMUD testing, a residential meter is found either not registering or registering less than 75 percent of the actual consumption, SMUD may bill the customer, for a period covering up to three months, either an average bill or a bill for the electricity consumed but not covered by the previous bills. 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.

When, as the result of SMUD testing, a nonresidential meter is found to register more than 2 percent slow, SMUD may bill the customer for a period covering up to three months, for electricity consumed but not covered by previous bills, unless the actual date of the error can be firmly established, in which case, the billing correction may cover the actual period up to three years prior to the date the error is brought to SMUD's attention. 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)

THIS PAGE INTENTIONALLY LEFT BLANK