

Rule No. 18

METER TESTS AND ADJUSTMENTS OF BILLS FOR METER ERROR

A. Tests

1. Prior to Installation – Every meter will be tested at or prior to the time of installation, and no meter will be placed in service if found to register more than 1% fast or 1% slow.
2. On Customer Request – A Customer may, on notice of not less than one week, require the Utility to test the meter for his service.

No charge will be made for such a test, but, should a Customer demand a test within six months after installation or more often than once in six months, he will be required to deposit \$5.00 to pay, in part, the cost of the test. This deposit will be returned if the meter is found to register more than 2% fast or 2% slow.

A Customer shall have the right to require the Utility to conduct the test in his presence or in the presence of an expert or other representative appointed by him. The results of the test will be furnished to the Customer within a reasonable time after completion of the test.

B. Adjustment of Bills for Meter Error

Where, as a result of a meter test, a meter is found to be nonregistering or incorrectly registering, the Utility may render an adjusted bill to the Customer for the amount of the undercharge, and shall issue a refund or credit to the Customer for the amount of the overcharge in accordance with the following:

1. Fast Meter – If a meter is found to be registering more than 2% fast, the Utility will refund to the Customer the amount of the overcharge based on the corrected meter readings or the Utility’s estimate of the energy usage either for the known period of the meter error or, if the period of error is not known, for the period during which the meter was in use, not to exceed three years.
2. Slow Meter – If a meter for domestic service is found to be registering more than 25% slow, or meter for other class of service is found to be registering more than 2% slow, the Utility may bill the Customer for the amount of the undercharge based on corrected meter readings or the Utility’s estimate of the energy usage either for the known period of meter error or, if the period of meter error is not known for the period the meter was in use, not exceeding three months in the case of residential service or nonresidential service to Small Business Customer and three years for all other nonresidential service.

(Continued)

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Issued by
Michael R. Smart
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(Continued)

B. Adjustment of Bills for Meter Error (Continued)

A Customer who qualified as a Small Business Customer based upon annual usage under Rule 1 during the period of the billing error, but exceeds the annual maximum usage as a result of applying the three-month back-billing to calculate annual usage shall be treated as a Small Business Customer under this section for any undercharges.

- 3. Nonregistering Meter – If a meter is found to be nonregistering, the Utility may bill the Customer for the Utility’s estimate of the electric service used but not registered, not exceeding three months in the case of residential service or nonresidential service to Small Business Customer and three years for nonresidential service.

C. Adjustment of Bills for Unauthorized Use

Where the Utility determines that there has been unauthorized use of electricity service, the Utility may bill the Customer for the Utility’s estimate of up to three years of such unauthorized use. However, nothing in this rule shall be interpreted as limiting the Utility’s rights in any provisions of any applicable law.

D. Adjustment of Bills for Billing Error

Where the Utility overcharges or undercharges a Customer as the result of a billing error, the Utility may render an adjusted bill for the amount of the undercharge, and shall issue a refund or credit to the Customer for the amount of the overcharge, for the same periods as for meter error.

E. General

Estimated Usage – When regular, accurate meter readings are not available or the electric usage has not been accurately measured, the Utility may estimate the Customer’s energy usage for billing purposes on the basis of information including but not limited to the physical condition of the metering equipment, available meter readings, records of historical use, and the general characteristics of the Customer’s load and operation.

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