

## RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERRORA. Tests1. Facilities

The utility shall provide or have access to a facility to determine the accuracy of its meters.

2. On Customer Request

The utility shall test the meter of a customer upon his request.

No charge will be made for performing the test once during any 12 month period. The utility may charge the customer a fee, as set forth in Schedule SC, PSCN No. 63C, for any additional test conducted during the period.

The customer may be present and may request a qualified representative of the Commission be present at the time a test is conducted.

If a meter is tested at the request of a customer, the utility shall, within a reasonable time after the test:

- a. Provide the customer with a written statement of the results of the test.
- b. Notify the customer in writing if the meter is replaced or repaired.

The utility will prepare and maintain a record of the results of each test conducted pursuant to this section. The record will include:

- a. The name and address of the customer.
- b. The meter number.
- c. The type of meter.
- d. The type of test.
- e. The date on which the test was conducted.
- f. The results of the test.
- g. A description of any action taken as a result of the test.

(Continued)

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## RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

(Continued)

**B. Adjustment of Bills for Meter Error**

1. If a meter is tested and found to be inaccurate by more than two percent (2%), the bill for service of any customer affected must be adjusted as provided in this section.

2. Except as otherwise provided in Section B.3., if the meter has:

a. Slow Metering:

Under-recorded the usage of electric energy. The adjustment must be made only for the period of the most recent three (3) months of usage.

b. Fast Metering:

Over-recorded usage, the adjustment must be made only for the period of the most recent six (6) months of usage.

c. Non-Registering Meters:

Upon test, been found to be non-registering, utility shall bill the customer for the estimate of consumption not registered for either the period the meter was in use at such customer's premises, or the preceding three (3) months, whichever is shorter.

3. Unauthorized Service

If the utility establishes that the meter has been tampered with or used without authorization, the billing adjustment must be calculated for a period not to exceed the most recent six (6) months of usage or the date on which the tampering or unauthorized use began, whichever is greater.

(Continued)

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## RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR  
(Continued)B. Adjustment of Bills for Meter Error (Continued)4. Underpayment

A customer who, because of an adjustment to his bill, owes the utility money for service may pay that amount over a three (3) month period.

5. Overpayment

The utility shall credit the account of a customer who was overcharged because of an inaccurate meter not later than thirty (30) days after the overcharge is determined.

6. Calculation of Billing Adjustment

Bills for this purpose shall be based upon:

- a. Customer's prior use;
- b. Customer's subsequent use correctly metered;
- c. Utility's experience with other customers of the same class; and
- d. The general characteristics of customer's operations.

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