

Rule No. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

A. Tests

1. Prior to Installation

Every meter shall have been tested prior to the time of its original installation.

2. Standard of Accuracy

When a test of a watthour meter exceeds one percent at either light load or heavy load at unity power factor, or exceeds two percent at heavy load at approximately 0.5 power factor lag, the percentage registration of the meter shall be adjusted to within these limits of error, as closely as practicable to the condition of zero error. Where instrument transformers are used in conjunction with the meter, these limits apply to the meter equipment as a whole, except as provided in 6.1.7.2. All meters that are tested shall be left without creep.

B. Customer Access to Testing

1. The utility shall provide or have access to a facility to determine the accuracy of its meters. A utility shall test the meter of a customer upon the request of a customer.
2. No charge may be made for performing a test once during any 12-month period. A utility may charge the customer a fee, as set forth in its tariff, for any additional test conducted during that period.
3. A customer may be present and may request that a qualified representative of the Commission be present at the time the test is conducted.
4. 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; and
 - b. Notify the customer in writing if the meter is replaced or repaired.

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5. A utility shall prepare and maintain a record of the results of each test conducted pursuant to this section. The record must include:
 - a. The name and address of the customer;
 - b. The number for identification of the meter;
 - 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; and
 - g. The description of any action taken as a result of the test.

6. A customer requesting a test of his meter in addition to the test allowed in Part B.2 of this Rule shall be required to advance an additional meter test advance, set forth in P.S.C.N. Sheet No. 30, to partially cover the cost of the test. This advance will be returned to the customer if the meter is found to register more than 2% fast.

C. Adjustment of Bills for Meter Error

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

2. Except as otherwise provided in section 3, if the meter has;
 - a. Underrecorded the usage of electrical energy, the adjustment must be made only for the period of the most recent 3 months of usage.

 - b. Overrecorded the customer's usage, the adjustment must be made only for the period of the most recent 6 months of usage.

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3. If the utility establishes that the meter has been tampered with or used without its authorization, the adjustment must be calculated for a period not to exceed the most recent 6 months of usage or the date on which the tampering or unauthorized use began, whichever is greater.
4. A customer who, because of an adjustment to his bill, owes the utility money for service may pay that amount over a 3-month period.
5. The utility shall credit the account of a customer who was overcharged because of an inaccurate meter not later than the 30 days after the overcharge is determined.

D. General

When it is found that the error in a meter is due to causes, the date of which can be reliably established, the overcharge or the undercharge will be computed back to, but not beyond, that date and no part of the minimum charge will be refunded.

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