



RULE 18

Sheet 1

METER TESTS AND ADJUSTMENT OF BILLS

A. Meter Tests

Any customer may, upon not less than five working days' notice, require the Utility to test the accuracy of any meter through which service is provided to the customer.

When a customer requests a meter test within six (6) months of installation of the meter or within six (6) months of the completion of a meter test finding that the meter is operating accurately and where the results of the prior test were provided to the customer, the Utility shall charge the customer \$50.00 for the meter test.

The amount deposited with the Utility in payment for the meter test shall be refunded to the customer if the meter is found to be in error by more than two percent (2%) fast or slow under conditions of normal operation.

A customer shall have the right to require the Utility to test the meter in the customer's presence, or if so desired, in the presence of an expert or other representative appointed by the customer.

A report giving the name of the customer requesting a test, the date of the request, the location of the premises where the meter has been installed, the meter statement at time of removal, the date tested, the result of the test, the type, make, size and number of the meter, the date of removal and deductions drawn therefrom, shall be supplied to the customer within a reasonable time after completion of the test.

All meters shall be tested prior to their installation and no meter shall be placed in service or allowed to remain in service that has an error in registration in excess of two percent (2%) under conditions of normal operation.

B. Adjustment of Bills for Meter Error

A meter error is incorrect kilowatthour, kilovarhour, or demand registration resulting from a malfunctioning or defective meter. A meter error does not include billing errors, unauthorized use, or errors in registration caused by meter tampering by an unauthorized person. It also does not include conditions such as grounds, shorts, incorrect meter readings, meter dial-overs, improper load wiring (including other customers' circuits connected to the wiring), accounting errors, improper customer wiring, blown fuse in one energized conductor, incorrect meter sizing, switched meters and/or meter configuration errors.

Where as the 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, without interest, and shall issue a refund or credit to the customer for the amount of the overcharge, without interest, computed back to the date that the Utility determines the meter error commenced. The period of adjustment shall not exceed three years and shall be computed in accordance with the following:

(Continued)

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Advice Ltr. No. 1519-E

Decision No. _____

Issued by
Lee Schavrien
Vice President
Regulatory Affairs

Date Filed Aug 27, 2003

Effective Oct 6, 2003

Resolution No. _____



RULE 18

METER TESTS AND ADJUSTMENT OF BILLS

B. Adjustment of Bills for Meter Error (Continued)

- 1. Fast Meter: If a meter is found to be registering more than two percent (2%) fast, the Utility shall refund to the customer the amount of the overcharge based on the corrected meter readings or the Utility's estimate of the electric usage either for the known period of 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. T
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- 2. Slow Meter: If a meter for residential or small business customer as defined in Rule 1 service is found to be registering more than 25% slow, or a meter for all other nonresidential service is found to be registering more than two percent (2%) slow, the Utility may bill the customer for the amount of the undercharge based on the corrected meter readings or the Utility's estimate of the electric 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 small business customers, and three years for all other nonresidential service. T
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- 3. Nonregistered Usage: The Utility may bill a customer for the Utility's estimate of the electricity used but not registered, not exceeding three months in the case of service provided to a residential customer or a small business customer as defined in Rule 1, and three years for all other nonresidential service. T
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- 4. 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 electricity 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/or the general characteristics of the customer's load and operation.

C. Adjustment of Bills for Billing Error

A billing error is an error by the Utility that results in incorrect billing charges to the customer. Billing errors may include incorrect meter reads or clerical errors by a Utility representative such as applying the wrong rate, wrong billing factor, or an incorrect calculation. Billing error shall also include failure to deliver a bill, actual or estimate, in a timely manner in accordance with Rule 17.A.

Billing error does not include a meter error or unauthorized use, nor any error in billing resulting from meter dial over; switched or mismarked meters by other than the Utility; improper customer wiring; blown fuse in one energized conductor; inaccessible meter consistent with Rule No. 17.C.2; failure of the customer to notify the Utility of changes in the customer's equipment or operation; failure of the customer to take advantage of a rate or condition of service for which the customer is eligible; or failure to issue a bill due to a natural or man-made disaster such as fire, earthquake, flood, or severe storms.

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, without interest, and shall issue a refund or credit to the customer for the amount of the overcharge, without interest, in accordance with the procedures and limitations set forth below. Such adjusted bills shall be computed as follows:

(Continued)



RULE 18

METER TESTS AND ADJUSTMENT OF BILLS

C. Adjustment of Bills for Billing Error (Continued)

1. Billing Error Resulting in Overcharges to the Customer: If either a residential or nonresidential service is found to have been overcharged due to billing error, the Utility shall calculate the amount of the overcharge, for refund to the customer, for a period of three years. However, if it is known that the period of billing error was less than three years, the overcharge shall be calculated for only those months during which the billing error occurred.
2. Billing Error Resulting in Undercharges to the Customer: If either a residential or nonresidential service is found to have been undercharged due to a billing error, the Utility may bill the customer for the amount of the undercharge for a period of three months for residential service or small business customer, as defined in Rule 1, and three years for all other nonresidential service. However, if it is known that the period of billing error was less than three months for residential service or small business customer, as defined in Rule 1 and three years for all other nonresidential service, the undercharge shall be calculated for only those months during which the billing error occurred.

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D. Adjustment of Bills for Unauthorized Use

Unauthorized use is the use of energy in noncompliance with the Utility's tariffs or applicable law. It includes, but is not limited to, meter tampering, unauthorized connection or reconnection, theft, fraud, intentional or unintentional use of electricity whereby the Utility is denied full compensation for service provided.

Where the Utility determines that there has been unauthorized use of electricity, the Utility may bill the person or entity who benefited from such unauthorized use for the Utility's estimate of such unauthorized use. Such estimated billing shall indicate unauthorized use for the most recent three years and, separately, unauthorized use beyond the three year period for collection as provided by law. However, nothing in this rule shall be interpreted as limiting the Utility's rights and/or remedies in any provisions of any applicable law.

Utility shall bill and collect interest at a rate of ten percent (10%) per annum on unauthorized use billings from the date the unauthorized use commenced, and/or Utility shall bill and collect at a rate of ten percent (10%) per annum on amortized repayment agreements.

Utility shall bill and collect the associated costs resulting from the unauthorized use including, but not limited to, investigative, repair and equipment damage costs.