



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.

Fees for tests of meters of greater rated capacity than 4,000 cubic feet per hour, or for testing meters under extraordinary conditions, shall be quoted to the customer upon application.

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%) over or under, when operating at the check test rate.

Meter tests shall be conducted in accordance with the gas standard requirements of the California Public Utilities Commission.

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.

Every displacement gas meter, when installed for the use of any customer, shall be in good order and shall have been adjusted to register within one percent (1%) over or two percent (2%) under the prover registration when passing gas at a rate which will cause a pressure drop in the meter not to exceed one-half (1/2) inch of water column. The meter shall be adjusted so that the open flow test agrees with the check flow test within two percent (2%), provided, however, that no meter shall be put in service which on any test proves in excess of one percent (1%) over the prover registration.

All gas meters, other than displacement meters, shall be tested in accordance with accepted industry standards and practices. Any such test results shall not register less than minus two percent (2%) error or more than plus one percent (1%) error.

All meters shall be tested using National Institute of Standards and Technology traceable standard metering apparatus.

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RULE 18

METER TESTS AND ADJUSTMENT OF BILLS

B. Adjustment of Bills for Meter Error

A meter error is incorrect gas registration resulting from a malfunctioning or defective meter or pressure correction device. 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 incorrect meter readings, meter dial overs, accounting errors, meter configuration errors, incorrect meter sizing, or switched meters.

Where as a result of a meter test, except for "Other Than Displacement Gas Meter" as described in Section 4 below, 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 for meter error shall not exceed three years and shall be computed in accordance with the following:

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 gas 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
2. Slow Meter: If a meter for residential or small business customers (as defined in Rule 1) service is found to be registering more than 25% slow, or a meter for 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 gas 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
3. Nonregistered Usage: The Utility may bill the customer for the Utility's estimate of the gas used but not registered, not exceeding three months in the case of residential service or small nonresidential service, as defined in Rule 1, and three years for all other nonresidential service. T
4. Other Than Displacement Gas Meter: For other than displacement gas meters, if the customer or the Utility shall at any time have reason to doubt the accuracy of any gauge, measuring device, other appliance, data, or method used in measuring or computing the amount of gas delivered through other than displacement meters, notification shall be given to the other party and, within a reasonable time, the accuracy of such gauge, measuring device, appliance, data, or method shall be determined (upon request, jointly in the presence of both parties) and if any of them shall be found inaccurate, the proper correction in billing shall be made as follows: T

In the case of computation errors or inaccurate data, where the date can be fixed or agreed upon, such correction in billing shall begin, starting with the date of initial error.

In the case of a gauge, measuring device, or appliance found to be out of tolerance sufficient to cause a volume error greater than plus or minus two percent (2%), such correction in billing shall begin on a mutually acceptable date. In the absence of such mutual acceptance, the correction shall begin on a date equivalent to 50% of the elapsed period since the last valid calibration or test.

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METER TESTS AND ADJUSTMENT OF BILLS

B. Adjustment of Bills for Meter Error (Continued)

4. Other Than Displacement Gas Meter (Continued)

In all cases where corrections are to be made, the amount of gas delivered during the established period of inaccuracy shall be recalculated and corrected. Thereafter, measurements shall be made in accordance with correct data and any inaccurate devices shall be recalibrated within published manufacturer's tolerances.

5. Estimated Usage: When regular, accurate meter readings are not available or the gas usage has not been accurately measured, the Utility may estimate the customer's gas 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

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, or any error in billing resulting from meter dial over; switched or mismarked meters by other than the Utility; lack of access to the meter consistent with Rule No. 17.C.2; failure of the customer to notify the Utility of a change in 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:

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 will 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 will 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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Sheet 4

METER TESTS AND ADJUSTMENT OF BILLS

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, and/or intentional or unintentional use of gas whereby the Utility is denied full compensation for service provided.

Where the Utility determines that there has been unauthorized use of gas, 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.

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Senior Vice President
Regulatory Affairs

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