

Rule No. 18

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

I. WHERE SEWER CHARGES ARE BASED ON METERED WATER USAGE

A. Tests on Customer Request

1. Compliance by utility

- a. Where sewer utility and water utility are same or affiliated the utility will within one week after request by a customer proceed to test the water meter serving the customer's premises; except where service is rendered from open conduits such test may be deferred for a reasonable length of time when it would necessitate the interruption of service to any other customer. Such test of meters, other than displacement meters for which standards of accuracy are established in General Order No. 103, Measurement of Service, will consist of an acceptable method of verifying the accuracy of the meter.
- b. Where water utility is independent of sewer utility, sewer utility will arrange for such tests.

2. Charge for Test

No charge will be made for the test of a meter made at the request of a customer except where a customer requests a test within six months after connection of the sewer service or more often than once a year, in which cases the customer shall be required to pay the actual cost of such tests.

3. Test Procedure

Every meter tested at the request of a customer will be tested in the condition as found in the customer's service prior to any alteration or adjustment in order to determine the average meter error. This test will consist of testing at the three rates of flow as determined in General Order No. 103 under "Accuracy Requirements of Water Meters", and in addition, at twice the minimum test flow. The average meter error will be considered to be the algebraic average of the errors of the three highest test flows.

(TO BE INSERTED BY UTILITY)

SERVICE LETTER NO. 582 *ldpo*

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED MAY 13 2003

EFFECTIVE JUN 12 2003

RESOLUTION NO.

DECISION NO. 03-02-044

DIRECTOR - RATES & REVENUES

TITLE

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METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

(Continued)

I. WHERE SEWER CHARGES ARE BASED ON METERED WATER USAGE

A. Tests on Customer Request (Continued)

4. Return of Deposit

Any payment made under paragraph 2, above, will be returned to the customer if the average meter error is found to be more than 2% fast. The customer will be notified not less than five days in advance of the time and place of the test.

5. Location of Test

A customer will have the right to require the utility to conduct the test in such customer's presence or in the presence of a representative of such customer. Where the utility has no proper meter testing facilities available locally, the meter may be tested by a meter manufacturer or its agency, or by any other reliable organization equipped for water meter testing or by the utility's meter testing plant where located in some other community, in which latter case the utility upon demand of the customer will furnish the customer with a notarized statement certifying as to the method used in making the test and as to the accuracy of the meter.

6. Report of Test to Customer

A report showing the results of the test will be furnished to the customer within 15 days after the completion of the test.

B. Adjustment of Bills for Water Meter Error

1. Fast Meters

When, upon test, 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 corrected meter readings for the period the meter was in use but not to exceed a period of six months.

(TO BE INSERTED BY UTILITY)

ISSUED BY

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ADVISE LETTER NO.

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(Continued)

I. WHERE SEWER CHARGES ARE BASED ON METERED WATER USAGE (Continued)

B. Adjustment of Bills for Water Meter Error (Continued)

2. Slow Meters

a. Commercial Service

When, upon test, a meter used for commercial (residential and business) service is found to be registering more than 25% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

b. Other than Commercial Service

When, upon test, a meter used for other than commercial service, is found to be registering more than 5% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

3. Nonregistering Meters

The utility may bill the customer for sewer service based on water consumed while the meter was nonregistering, but not to exceed a period of three months, upon an estimate of the consumption based upon the customer's prior use during the same season of the year if conditions were unchanged, or upon an estimate based upon a reasonable comparison with the use of other customers during the same period receiving the same class of service under similar circumstances and conditions.

4. General

When it is found that the error in a meter is due to some cause, the date of which can be fixed, the overcharge or the undercharge will be computed back to but not beyond such date.

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(Continued)

II. WHERE CUSTOMER OWNED SEWAGE METERS ARE USED

1. Tests of sewage meters shall follow procedures outlined for water meters. Standards of accuracy shall be industry standards for the meter used.
2. Where the sewage meter is found to be outside of acceptable standards of accuracy or unregistering, the customer's bill shall be corrected for a period not exceeding 12 months for estimated flow based on the customer's prior usage.

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