Rule No. 18 Sheet 1

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

A. Test on Customer Request

1. Compliance by Utility

The utility will within one week after request by a customer proceed to test the 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 Rule No. 17, Measurement of Service, will consist of an acceptable method of verifying the accuracy of the meter.

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 installation of the meter or more often than once a year, in which cases the customer shall be required to deposit with the utility the following amount to cover the cost of each such test:

Size of Meter	Amount of Deposit
One inch or smaller	$2.00
Larger than one inch	$3.00

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 in the Rule No. 17 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.

4. Return of Deposit

Any deposit 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. (P)

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 making the test and as to the accuracy of the meter. (P)

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Rule No. 18 Sheet 2
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

A 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 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.

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. Non Registering Meters

The utility may bill the customer for water consumed while the meter was non registering, but not to exceed a period of three months, at the minimum monthly meter rate, or upon an estimate of the consumption based upon the customer's prior use during that same season of the year if conditions were unchanged, or upon an estimate based upon a reasonable comparison with the use of the 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 not described in Rule 10.D, Rule 18.B.1, Rule 18.B.2 or Rule 18.B.3 above, the date of which can be fixed, the overcharge or the undercharge will be computed back to such date as follows. Any overcharge will be calculated for only those months during which the error occurred up to a period of three years. Any undercharge will be calculated for only those months during which the error occurred up to a period of three months. (C)

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