

**REISSUED  
JUNE 1, 1988**

RULE NO. 11

Billing Error, Meter Tests and Adjustment for Meter Errors

A. METER TEST

1. Meters and associated metering devices will be tested and adjusted in conformity with the standards of the American Standards Association Code for Electricity Metering ASA C 12.
2. Upon not less than 5 days' notice from a customer, and at no charge, the Company shall make a test of the meter serving him, provided that such tests need not be made more frequently than once in 12 months. The customer, or his representative, may be present when his meter is tested. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test.

B. ADJUSTMENT OF BILLS FOR METERING ERROR

1. General

Whenever a meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0 percent; or a demand metering installation more than 1.0 percent in addition to the errors allowed under Accuracy of Demand Meters; an adjustment of bills for service for the period of inaccuracy shall be made as follows:

2. Determination of Adjustment

a. For Defective Meter

1. If the date when the error in meter registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment except that in the case of residential service, adjustments due to slow meters are limited to the preceding 3-month period.
2. If the date when the error in meter registration began cannot be determined, it shall be assumed that the error has existed for a period equal to one-half of the time elapsed since the meter was installed, or one-half of the time elapsed since the last previous test, whichever is lesser, (except as otherwise provided in paragraph c below, covering error in registration due to creep). In any case if the date when the error in meter registration began cannot be determined, adjustments due to slow meters shall be limited to the preceding 3 months and adjustments due to fast or creeping meters shall be limited to the preceding 6 months.

- b. Recalculation of bills shall be on the basis of actual monthly consumption except that if service has been measured by self-contained single phase meters or three wire network meters and involves no billing other than for kilowatt-hours, the recalculation of bills may be based on the average monthly consumption determined from the most recent 36 months consumption data.

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- c. The error in registration due to creep will be calculated by timing the rate of creeping and assuming that this creeping affected the registration of the meter for 25.0 percent of the time since the meter was installed or since the last previous test, whichever is later.
- d. When the average error cannot be determined by test because of failure of part or all of the metering equipment, it will be permissible to use the registration of check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The customer must be advised of the failure and of the basis for the estimate of quantity billed. The same periods of error shall be used as defined in paragraphs above.

3. Refunds

- a. If the recalculated bills indicate that more than \$1 is due an existing customer or \$2 is due a person no longer a customer of the Company, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded.
- b. Refunds shall be made to the two most recent customer who received service through the meter found to be in error. In the case of a previous customer who is no longer a customer of the Company, a notice of the amount due shall be mailed to such previous customer at his last known address, and the Company shall upon demand made within 3 months thereafter refund the same.

4. Backbilling

- a. If the recalculation of billing indicates that an amount due the Company is equal to or in excess of amounts set forth in paragraph 3a above as minimum refunds, the company may bill the customer for the amount due, provided in the case of residential service, the meter is found not to register or to register less than 75% of actual consumption.

C. ADJUSTMENT FOR BILLING ERROR

- 1. When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer.
- 2. When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter or other similar reasons, the undercharge will be billed to the customer if the amount is in excess of \$1 but shall not be for more than the previous 12 month period.

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D. CORRECTION OF IMPROPER BILLING WHICH HAS RESULTED FROM NON-COMPLIANCE WITH THESE RULES

1. If the Customer does any acts or omission in violation or disregard of these rules in such a manner that, as a result, it becomes impossible for the Company to determine what portion of the total electric energy delivered was applied by the customer to each use or premise covered by a separate rate schedule or meter, then the customer's bill shall be determined as if one meter had been properly installed at every point required by the proper tariff or rule; and the amount of energy assumed to have passed through each meter shall be that portion of the total consumed that will maximize the total charges under the existing rate schedules.
2. If the non-compliance with these rules resulted in an incorrect billing, the customer's past bills shall be recomputed and he shall be rebilled for all those billing periods during which he failed to comply with these rules.
3. The customer shall be given full credit for any amount paid.
4. Application of this section shall not prevent the Company from discontinuing the customer's service under other sections of this tariff nor shall it prevent the Company from instituting proceedings against the customer.