

RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR ERRORS

A. TESTS

1. Customer Request. A Customer may, on notice of not less than one week, require the Utility to test the Meter for the Customer's Service.

Should a Customer request a test more often than once in six (6) months, a Meter test fee will be required to be paid by Customer to cover the cost of the test. This Meter test fee will be refunded if the Utility determines the Meter to register more than 2% fast or 2% slow; however, if no such circumstances exist, the Utility will retain the Meter test fee to cover its Meter testing costs. The amount of the Meter test fee required shall be based on the Utility's labor and material costs to perform the test in accordance with Rule No. 23.

A Customer shall have the right to require the Utility to conduct the test in the Customer's presence or in the presence of an expert or other representative appointed by the Customer. The results of the test will be furnished to the Customer within a reasonable time after completion of the test.

B. ADJUSTMENT OF BILLS FOR ERROR

1. Fast Meters. When, upon testing, the Utility determines a Meter to be registering more than 2% fast, the Utility will refund to the Customer the amount of the overcharge, based on corrected Meter readings, subject to the provisions of paragraph 5 hereof.
2. Slow Meters. When, upon testing, the Utility determines a Meter to be registering more than 2% slow, the Utility may bill the Customer for the amount of the undercharge, based on corrected Meter readings, subject to the provisions of paragraph 5 hereof.

(Continued)

RULE NO. 17

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B. ADJUSTMENT OF BILLS FOR ERROR (Continued)

3. Nonregistering Meters. When, upon testing, the Utility determines a Meter to be nonregistering, the Utility may bill the Customer for the estimate of water consumed but not registered, subject to the provisions of paragraph 5 hereof.

The Utility will estimate bills for this purpose based on the Customer's prior use, the Customer's subsequent use correctly metered, the Utility's experience with other Customers of the same class, and the general characteristics of the Customer's operation.
4. In the event of either (a) inaccuracies of Meter reading recording caused by Utility error; or (b) inaccurate bills as a result of Utility clerical or other Utility-caused Meter errors, the Public Utilities General Manager may correct back to the date for which the Utility can reliably determine the overcharge or the undercharge, subject to the provisions of paragraph 5 hereof. In cases where water consumption dates or other factors required for application of Rate Schedules or other provisions are not subject to exact determination or are in question or dispute relative to Service or rate application, the Public Utilities General Manager may establish such factors by tests, analysis, and/or investigations to determine the proper basis for making an adjustment, if any.
5.
 - a. Undercharges. For any errors listed in B.1 to B.4, the Public Utilities General Manager may make an undercharge adjustment upon their finding that (1) the undercharge occurred through no actions or omissions of the Customer and (2) the Customer had no knowledge of the undercharge or could not have reasonably been aware of it. If the Utility can reliably establish the error date or such date determined in the manner set forth in B.4 herein, the undercharge may be computed back to that date provided, however, that in no case will a bill for an undercharge exceed a four (4) month period.
 - b. Overcharges. For any errors listed in B.1 to B.4, the Utility may compute back the overcharge to that date or such date determined in the manner set forth in B.4 herein, provided, however, that in no case will a refund for an overcharge exceed a twenty-four (24) month period for all Service schedules.
6. In the event that the Utility determines that a billing error occurred and after all billing corrections have been made, the Utility may provide a courtesy credit to Customers as set forth in Rule No. 23.