

RULE NO. 18

WATER METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

Every meter that is placed in service shall meet the standards as listed in the tables in the American Water Works Association manual.

I. TESTS

A. On Customer Request:

1. A customer may request the District to test the meter serving Customer premises.
2. Where the District has no proper meter testing facilities available locally, with the consent of the Customer the meter may be tested by an outside meter manufacturer or its agency, or by any other reliable organization equipped for water meter testing. The actual costs from the outside agency will be paid by the Customer.
3. The results of the test will be furnished to the Customer within fifteen (15) days after completion of the test.

II. ADJUSTMENT OF BILLS FOR METER ERROR

A. Fast Meters:

When, upon test, on Customer's request or otherwise, a meter is found to be registering noncompliant with American Water Works Association Standards, the District 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 exceeding a time period of six (6) months.

B. Slow Meters:

When, upon test, on Customer's request or otherwise, a meter is found to be registering noncompliant with American Water Works Association Standards, the District may bill the Customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in use, but not exceeding a time period of three (3) months.

C. Non-registering Meters:

The District may bill the Customer for water consumed while the Customer's meter was not registering at all, but for a period not exceeding three (3) months. Billing for such use will be either at the minimum monthly meter rate, or 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.

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

D. Crossed Meters:

When it is discovered that two meters are crossed, whether by fault of District, Contractor or Customer, appropriate adjustments will be made to the affected active Customer accounts, for a period of no more than (6) months, or for as long as affected Customer(s) had active service, if less than (6) months.