
WATER RULE 6

METER INVESTIGATIONS AND ADJUSTMENTS OF BILLS

A. GENERAL

1. Whenever the correctness of any bill for water service is questioned, the Utility shall investigate it. The customer has five days after receiving a bill to question its correctness. After that period the bill is considered payable as rendered.
2. In cases where there are inaccuracies of recording of water use, or bills reflecting clerical or meter errors, or in disputed cases where water consumption, dates, or other provisions are subject to exact determination, proper adjustments in the billing shall be authorized by the Director or his/her authorized agent.
3. In cases where 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 in disputed cases relative to service or rate application, the Utility shall establish such factors by tests, analysis, and investigations to determine the proper basis for making an adjustment, if any. The Customer may appeal all adjustments as described in Rule No.17.
4. In all cases above, the following limitations shall apply:
 - a. Overcharges shall not be recomputed and credited to any account for a period in excess of 3 years prior to the discovery of an error, or the date the bill was questioned, whichever occurs earlier.
 - b. Undercharges shall not be recomputed and billed to residential accounts for a length of time exceeding four billing periods prior to the discovery of an error.
 - c. Undercharges shall not be recomputed and billed to non-residential accounts for a period in excess of 3 years prior to the discovery of an error.

B. METER INVESTIGATIONS

1. Meter Verification Read

Whenever the accuracy of a water meter is questioned, the Customer may request that the meter be re-read. Upon such request, the Utility shall re-read the meter. The Customer may witness the re-read, or have a representative

present. No charge will be made for this re-reading except under the following conditions: If a Customer requests an additional special read within one year of receiving a free meter re-read, a service charge may be assessed. If the original meter reading is found to be in error, the service charge will be removed.

If the re-read is the result of an access problem, refer to Rule No. 20.

2. Meter Test

Whenever the accuracy of a water meter is questioned, the Customer may request that the meter be examined and tested by the Utility. Upon such request, the Utility shall examine and test the meter. The Customer may witness the tests, or have a representative present. No charge will be made for this test except under the following conditions: If a Customer requests an additional test (or tests) within one year of receiving a free meter test, a deposit will be required prior to receiving a test.

If the meter is found to register over 2% more than actually passes through it under conditions of normal operation, another meter shall be substituted and the deposit refunded to the Customer. If no error factor is found, or if an error factor is found, but it is less than 2%, the deposit shall be retained.

C. ADJUSTMENT OF BILLS FOR METER ERROR

1. Mis-Read or Estimated Reads

When a water meter is found to have been mis-read or estimated incorrectly, the Utility shall correct the reading and adjust the customer's account. A corrected bill for the last billing period involved in the correction may be sent.

2. Fast Meters

When a water meter is found to be more than 2% fast, the Utility shall credit to the Customer the overcharge based on the corrected meter readings for the period in which the meter was in use, not exceeding 6 months, unless it can be shown that the error was due to some specific cause, the date of which can be fixed. In this case, the overcharge shall be computed back to such time, but not exceeding (3) years.

3. Slow Meters

When a meter is found to register more than 2% slow, the Utility may render a bill in accordance with section A-4 for water consumed but not charged by bills previously rendered.

4. Non-Registering Meters

If a previously properly registering meter fails to register during any period, the Customer shall be charged with an average consumption as shown by the meter when in use and registering correctly during a corresponding season. If no corresponding seasonal history is available, the Utility shall estimate consumption based on actual usage after the meter has been replaced, using seasonal variations. Additional adjustment may be made after Customer provides acceptable verbal or written proof to the satisfaction of the Utility. Undercharges shall be computed in accordance with section A-4.

D. DIVERSION

The collection limitation provisions of this Rule shall not apply to situations where it is determined that Diversion is involved as noted in Rule No. 19.