

**R6-15 ADJUSTMENT OF BILLS DUE TO INACCURATE METERS FOR RESIDENTIAL AND SMALL COMMERCIAL CUSTOMERS**

Bills which are incorrect due to meter errors where the meters in question have not been tampered with by the customer are to be adjusted as follows:

- (1) Meter Accuracy. - Whenever a meter in service is tested and found to be accurate within 2%, there shall be no adjustment to the customer's bill.
- (2) Billing Adjustments. - Billing adjustments due to fast or slow meters shall be calculated on the basis that the meter should be 100% accurate. The actual accuracy shall be the accuracy determined by averaging the results at the check and open rated flow.
  - (a) Fast Meters. - Whenever a meter in service is tested and found to have overregistered more than 2%, the utility shall adjust the customer's bill for the excess amount paid as determined below, except that the utility need not adjust the customer's bill if the excess amount paid is less than \$5.00.
    - (i) If the time at which the error first developed or occurred can reasonably be determined, the estimated amount of overcharge is to be based on the actual period of the overcharge but not to exceed a maximum of three (3) years from the discovery of the error.
    - (ii) If the time at which the error first developed or occurred cannot reasonably be determined, the estimated amount of overcharge is to be based on the most recent twelve (12) month period from the discovery of the overcharge.
    - (iii) No part of the minimum bill or facilities charge shall be refunded.
    - (iv) The utility shall not be required to make refunds to more than the last two customers who purchased gas through a fast meter as defined in the rule.
  - (b) Slow Meters. - Whenever a meter in service is tested and found to have underregistered more than 2%, the utility shall adjust the customer's bill for the deficient amount due as determined below except that the utility need not adjust the customer's bill if the deficient amount due is less than \$5.00.
    - (i) Regardless of whether the time at which the error first developed can or cannot reasonably be determined, the estimated amount of undercharge may not exceed one (1) year.
    - (ii) When billing for the underregistered usage and the undercharge exceeds \$25.00, the utility shall allow the customer the option of paying the undercharge in equal payments, without any penalty or interest charges, for a period of time equal to the period during which the meter underregistered, up to a maximum of one (1) year.
  - (c) Nonregistering Meters. - Whenever a meter is found to be stopped, the utility may estimate and bill the customer the proper charge for the unregistered service by reference to the customer's consumption during similar normal periods or by such method as the Commission may authorize or direct.
    - (i) The utility may backbill the customer from the point in time the meter stopped, up to a maximum of twelve (12) months.
    - (ii) When billing for the nonregistered usage, the utility shall allow the customer the option of paying the undercharge in equal payments, without any penalty or interest charges, for a period not to exceed the customer's next six (6) billing periods.

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