

R8-14 METER TESTING AT REQUEST OF CONSUMERS

- (a) Upon reasonable notice, when requested in writing by the customer, each utility shall test the accuracy of the meter in use by the customer.
- (b) No deposit or payment shall be required from the customer for a meter test, except when the customer has requested, within the previous twelve months, that the same meter be tested, in which case the customer shall be required by the utility to deposit with it an amount as determined by the Commission to cover the reasonable cost of such test.
- (c) A schedule of deposits or fees for testing various classifications of meters shall be filed with, and approved by, the Commission.
- (d) The amount so deposited with the utility shall be refunded or credited to the customer (as a part of the settlement in the case of a disputed account) if the meter is found, when tested, to register more than two percent (2%) fast; otherwise the deposit shall be retained by the utility.
- (e) The customer may, if customer so requests, be present when the utility conducts the test on customer's meter, or if the customer desires, may provide (at customer's expense) an expert, or other representative appointed by customer, to be present at the time of the meter test.
- (f) A report of the results of the meter test shall be made within a reasonable time after the completion of the test. This report shall give the name of the customer requesting the test, the date of the request, the location of the premises where the meter is installed, the type, make, size, and serial number of the meter, the date of removal, the date tested, and the results of the test, a copy of which shall be supplied to the customer upon request. The utility shall inform the customer that the customer has a right to request such written copy of the report of the meter test.
- (g) Any meter tested pursuant to this rule that fails the following performance requirements shall be removed from service and remain out of service until it is determined to be in compliance: Average percent registration not less than 98% or more than 102%.

(NCUC Docket No. E-100, Sub 29, 11/29/77; NCUC Docket No. E-100, Sub 72, 6/22/94; NCUC Docket No. E-100, Sub 153, 11/27/2019.)