



Lodi Electric Utility

Rules and Regulations No.18 METER TESTS AND ADJUSTMENTS OF BILLS FOR METER ERROR

Revision: 02

Summary of changes:

Revision	Date	Council Resolution	Summary of Changes	Comments
1	3/22/1989	89-29	-Initial Release	
2	9/4/2019	2019-182	-Formatting changes -Revision page added -Added one free meter test per year per premise	



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Rules and Regulations No.18

METER TESTS AND ADJUSTMENTS OF BILLS FOR METER ERROR

A. Meter Tests

1. Any Customer may, upon not less than five Business Days' notice, request the City to test his/her electric meter. One free meter test is allowed per customer annually.
2. The "Meter Test Charge," payable in advance, is required for all Customer-requested meter tests after free annual meter test is requested and completed. Reference Lodi Municipal Code 13.20.020 for the fee schedule..
3. The "Meter Test Charge" will be returned to the Customer if the meter is found, upon test, to register more than 2% fast or slow under conditions of normal operation.
4. A customer shall have the right to require the City to conduct the test in his/her presence or, if he/she so desires, in the presence of an expert or other representative appointed by him/her. A report giving the result of the test will be supplied to the customer within a reasonable time after completion of the test.
5. All electric meters will be tested at or prior to the time installation. No meter will be placed in Service or allowed to remain in Service which has an error in excess of $\pm 2\%$ under conditions of normal operation. On newly purchased meters, the manufacturer's test may be used as the installation test when the City's random tests indicate satisfactory test results for a particular manufacturer and for a particular shipment

B. Adjustment of Bills for Meter Error

Where, as the result of any meter test, a meter is found to be non-registering or incorrectly registering, the City may render an adjusted bill to the Customer for the amount of the undercharge, without interest, and shall issue a refund or credit to the Customer for the amount of the overcharge, without interest, computed back to the date that the City determines the meter error commenced, except that the period of adjustment shall not exceed three years. Such adjusted bill shall be computed in accordance with the following:

1. Fast Meter: If a meter is found to be registering more than 2% fast, the City will refund to the Customer the amount of the overcharge based



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on the corrected meter readings or the City's estimate of the energy usage either for the known period of meter error, not to exceed three years or, if the period of error is not known, for the period during which the meter was in use, not to exceed three years.

2. Slow Meter: If a meter for residential Service is found to be registering more than 25% slow, or a meter for nonresidential Service is found to be registering more than 2% slow, the City may bill the Customer for the amount of the undercharge based on corrected meter readings or the City's estimate of the energy usage either for the known period of meter error or, if the period of meter error is not known for the period the meter was in use, not to exceed three years in any case.
3. Non-registering Meter: If a meter is found to be non-registering, the City may bill the Customer for the City's estimate of the electric service used but not registered, not to exceed three years. The bill will be computed on the basis of information including, but not limited to, available meter readings, records of historical use and the general characteristics of the Customer's Load and operation.

C. Adjustment of Bills for Billing Error

Where the City overcharges or undercharges a Customer as the result of a billing error, the City may render an adjusted bill for the amount of the undercharge, without interest, and shall issue a refund or credit to the Customer for the amount of the overcharge, without interest, for the same periods as for meter error.

D. Adjustment of Bills for Unauthorized Use

1. Where the City determines that there has been unauthorized use of electric service, the City may bill the Customer for the City's estimate of such unauthorized use. Such estimated billing shall indicate unauthorized use for the most recent three years and, separately, unauthorized use beyond the three-year period for collection as provided by law. However, nothing in this Rule shall be interpreted as limiting the City's rights in any provisions of any applicable law.

Estimated Usage: When regular, accurate meter readings are not available or the electric usage has not been accurately measured, the City may estimate the Customer's energy usage for billing purposes on the basis of information including but not limited to the physical condition of the metering equipment, available meter readings, records of historical use and the general characteristics of the Customer's Load and operation.



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2. Billings disputed by the Customer shall be subject to review as provided in Rule 10.

(END)