

Implementation: 3/16/1982
Revised: 8/10/2010; 5/10/22
Reviewed:9/11/2000

Policy: #3170 –Customer Requested Meter Tests

SCOPE OF POLICY: Customers

RESPONSIBILITY: Management; Employees

I. Policy

Elkhorn Rural Public Power District may check meters at customer's written request to verify the accuracy of the meter.

II. Procedure

- A. A prepayment to cover the expense of testing the meter will be required before the meter is tested (see Fee Schedule 3500.3170-A).

- B. The prepayment will be refunded in those cases where the meter is found to be outside the allowable tolerances (+ or - 2%) and an adjustment in the customers billing will be made in those cases where the meter is slower than 98% or faster than 102%. When a meter is found to register more than two percent fast or slow, the District shall refund to or collect from the Customer the overcharge or undercharge for a period not to exceed twelve months. If it can be shown that the error was due to a known cause, the date of which can be ascertained, any undercharge shall be computed back to that date, but not for a period of more than four years.