

CALIFORNIA WATER SERVICE COMPANY
1720 North First Street, San Jose, CA 95112
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 10435-W
Canceling Revised Cal. P.U.C. Sheet No. 3896-W

Rule No. 18

Sheet 1 of 3 (T)

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

A. Tests on Customer Request

1. Compliance by Utility

The utility will within one week after request by a customer proceed to test the meter serving the customer's premises, except where service is rendered from open conduits such test may be deferred for a reasonable length of time when it would necessitate the interruption of service to any other customer. Such test of meters, other than displacement meters for which standards of accuracy are established in General Order No. 103, Measurement of Service, will consist of an acceptable method of verifying the accuracy of meter.

2. Charge for Test

No charge will be made for the test of a meter made at the request of a customer, except where a customer requests a test within six months after installation of the meter or more often than once a year, in which cases the customer shall be required to pay the costs and shipping fees for the test cover the cost of each such test:

(D) (N)
(D)

3. Test Procedure

Every meter tested at the request of a customer will be tested in the condition as found in the customer's service prior to any alteration or adjustment in order to determine the average meter error. This test will consist of testing at the three rates of flow as determined in General Order No. 103 under "Accuracy requirements of Water Meters", and in addition, at twice the minimum test flow. The average meter error will be considered to be the algebraic average of the errors of the three highest test flows.

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(continued)

(To be inserted by utility)
Advice Letter No. 2139
Decision No. 14-08-011

Issued by
PAUL G. TOWNSLEY
NAME
Vice President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed September 24, 2014
Effective September 25, 2014
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CALIFORNIA WATER SERVICE COMPANY
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Revised Cal. P.U.C. Sheet No. 10436-W
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Rule No. 18

Sheet 2 of 3 (T)

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

(continued)

5. Location of Test

A customer will have the right to require the utility to conduct the test in such customer's presence or in the presence of a representative of such customer. Where the utility has no proper meter testing facilities available locally, the meter may be tested by meter manufacturer or its agency, or by any other reliable organization equipped for water meter testing or by the utility's meter testing plant where located in some other community, in which latter case the utility's upon demand of the customer will furnish the customer with a notarized statement certifying as to the method used in making the test and as to the accuracy of the meter..

6. Report of Test to Customer

A report showing the results of the test will be furnished to the customer within 15 days after the utility's receipt of the results of the test.

(N)

B. Adjustment of Bills for Meter Error

1. Fast Meters

When, upon test, a meter is found to be registering more than 2% fast, the utility will refund to the customer the amount of the overcharge based on corrected meter readings for the period the meter was in use but not to exceed a period of six months.

2.. Slow Meters

a. Commercial Service

When, upon test, a meter used for a commercial (residential and business) service is found to be registered more than 25% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

(continued)

(To be inserted by utility)

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Sheet 3 of 3 (T)

METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

(continued)

2. Slow Meters (Continued)

b. When upon test, a meter used for other than commercial service, is found to be registering more than 5% slow, the utility may bill the customer for the amount of the undercharge based upon corrected meter readings for the period the meter was in service but not to exceed a period of three months.

3. Non registering Meters

The utility may bill the customer for water consumed while the meter was nonregistering, but not to exceed a period of three months, at the minimum monthly meter rate, or upon an estimate of the consumption based upon the customer's prior use during the same season of the year if conditions were unchanged, or upon an estimate based upon a reasonable comparison with the use of other customers during the same period receiving the same class of service under similar circumstances and conditions.

4. General

When it is found that the error in a meter is due to some cause, the date of which can be fixed, the overcharge or the undercharge will be computed back to but not beyond such date.

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