



ELECTRIC RULE NO. 17
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

Sheet 1

A. METER TESTS

Any Customer electing bundled utility service may, upon not less than five working days notice, require PG&E to test the utility's electric meter. No payment or deposit will be required from the Customer for such tests except when a Customer whose average monthly bill for electric service is less than \$150 requests a meter test within six months after date of installation of the meter, or more often than once each six months thereafter, a deposit to cover the reasonable cost of the test will be required of the Customer, in accordance with the following:

1. Meter Installed Without Current or Potential Transformers

Meters 10 ampere or less.....	\$1.00 per meter
Meters 15 and 25 ampere	\$2.00 per meter
Meters 50 ampere and over	\$3.00 per meter

2. Meter Installed With Current Transformer or With Current and Potential Transformer..... \$5.00 per meter

The deposit will be returned to the Customer if the meter is found, upon testing, to register more than two percent fast or slow under conditions of normal operation.

A Customer shall have the right to require PG&E to conduct the test in the Customer's presence, or in the presence of an expert or other representative appointed by the Customer. A report giving the result of the test will be supplied to the Customer within a reasonable time after completion of the test.

All electric meters will be tested at or prior to the time of their installation. No meter will be placed in service or allowed to remain in service which has an error in registration in excess of two percent under conditions of normal operation. On newly purchased meters, the manufacturer's test may be used as the installation test when PG&E's random tests indicate satisfactory test results for a particular manufacturer and for a particular shipment. (T)

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B. ADJUSTMENT OF BILLS FOR METER ERROR

Meter error is the incorrect registration of the Customer's energy usage resulting from a malfunctioning or defective meter. It does not include incorrect registration attributable to billing error or unauthorized use.

Where, as the result of a meter test, a meter is found to be nonregistering or incorrectly registering, PG&E may render an adjusted bill to the Customer for the amount of any undercharge, without interest. PG&E shall issue a refund or credit to the Customer for the amount of any overcharge, without interest, computed back to the date that PG&E determines the meter error commenced, except that the period of adjustment shall not exceed the limits set forth below. Such adjusted bill shall be computed as follows:

1. FAST METER

a. RESIDENTIAL AND NONRESIDENTIAL SERVICE

If a meter for either residential or nonresidential service is found to be registering more than two percent fast, PG&E will calculate the amount of the overcharge for refund to the Customer based on the corrected meter readings or PG&E's estimate of the energy usage for a period of three years. However, if it is known that the period of meter error was less than three years the overcharge will be calculated for only those months during which the meter error occurred.

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2. SLOW METER

a. RESIDENTIAL SERVICE

If a meter for residential service is found to be registering more than 25 percent slow, PG&E may bill the Customer for the amount of the undercharge based on the corrected usage or PG&E's estimate of the energy usage for a period of three months. However, if it is known that the period of meter error was less than three months, the undercharge will be calculated for only those months during which the meter error occurred.

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B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd)

2. SLOW METER (Cont'd)

b. NONRESIDENTIAL SERVICE

If a meter for nonresidential service is found to be registering more than two percent slow, PG&E may bill the Customer for the amount of the undercharge based on the corrected usage or PG&E's estimate of the energy usage for a period of three months for a Small Business Customer, as defined in Rule 1, or three years for all other nonresidential service. (N)
 However, if it is known that the period of meter error was less than three months for a Small Business Customer, or three years for all other nonresidential service, the undercharge will be calculated for only those months during which the meter error occurred. (N)

3. NONREGISTERING METER

a. RESIDENTIAL SERVICE

If a meter for residential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the electricity used, but not registered, for a period of three months. However, if it is known that the period the meter was nonregistering was less than three months, the undercharge will be calculated for only those months the meter was nonregistering.

b. NONRESIDENTIAL SERVICE

If a meter for nonresidential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the electricity used, but not registered, for a period of three months for a Small Business Customer, as defined in Rule 1, or three years for all other nonresidential service. However, if it is known that the period the meter was nonregistering was less than three months for a Small Business Customer, or three years for all other nonresidential service, the undercharge will be calculated for only those months the meter was nonregistering. (N)

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B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd)

4. NO-TEST METERS

Where the condition of the meter renders it untestable (no-test), PG&E may bill the Customer for PG&E's estimate of the unmetered energy in accordance with Section 3, above. Nothing herein is intended to limit PG&E's authority to bill the Customer for unauthorized use in accordance with Rule 17.2.

5. ESTIMATED USAGE

When regular, accurate meter readings are not available or the electric usage has not been accurately measured, PG&E 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.

Unless estimated bills result from inability to access and change the existing meter to the SmartMeter™ system, inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to PG&E's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 17.1.

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