

## CUSTOMER SERVICE INFORMATION

### Meter Requirements.

- (1) Use of Meter. All charges for water service shall be based on meter measurements, except where otherwise authorized in the utility's approved tariff.
- (2) Installation by utility. Unless otherwise authorized by the commission, each utility shall provide, install, own and maintain all meters necessary for the measurement of water provided to its customers.
- (3) One meter is required for each residential, commercial, or industrial service connection.

### Meter Readings.

- (1) Meter unit indication. In general, each meter shall indicate clearly the gallons of water or other units of service for which charge is made to the customer.
- (2) Reading of meters.
  - (A) Service meters shall be read at monthly intervals, and as nearly as possible on the corresponding day of each month, but may be read at other than monthly intervals if authorized in the utility's approved tariff.
  - (B) The utility shall charge for volume usage at the lowest block charged on its approved tariff when the meter reading date varies by more than two days from the normal meter reading date.

### Access to meters and utility cutoff valves.

- (1) At the customer's request, utility employees must present information identifying themselves as employees of the utility in order to establish the right of access.
- (2) Utility employees shall be allowed access for the purpose of reading, testing, installing, maintaining and removing meters and using utility cutoff valves. Conditions that may hinder access include, but are not limited to, fences with locked gates, vehicles or objects placed on top of meters or meter boxes, and unrestrained animals.
- (3) When access is hindered on an ongoing basis, utilities may, but are not required to, make alternative arrangements for obtaining meter readings. Alternative arrangements for obtaining meter readings shall be made in writing with a copy

provided to the customer and a copy filed with the utility's records on the customer.

- (4) If access to a meter is hindered and the customer agrees to read his own meter and provide reading to the utility, the utility may bill according to the customer's readings; provided the meter is read by the utility at regular intervals (not exceeding six months) and billing adjustments are made for any overcharges or undercharges.
- (5) If access to a meter is hindered and the customer does not agree to read their own meter, the utility may bill according to estimated consumption' provided the meter is read by the utility at regular intervals (not exceeding three months) and billing adjustments are made for any overcharges or undercharges.
- (6) If access to a meter is hindered and the customer will not arrange for access at regular intervals, the utility may relocate the meter to a more accessible location and may charge the customer for the actual cost of relocating the meter. Before relocating the meter, the utility shall provide the customer with written notice of its intent to do so. The notice required under this subparagraph shall include information on the estimated cost of relocating the meter, and explanation of the condition hindering access and what the customer can do to correct the condition, and information on how to contact the utility. The notice shall give the customer a reasonable length of time to arrange for utility access so the customer may avoid incurring the relocation cost. A copy of the notice given to the customer shall be filed with the utility's records on the customer's account.
- (7) If access to a meter, cutoff valve his hindered by the customer and the customer's service is subject to disconnection. (relating to Discontinuance of Service), the utility may disconnect service at the may charge the customer for the actual cost of disconnection and any subsequent reconnection. The utility shall document the condition preventing access by providing photographic evidence or a sworn affidavit. Before disconnecting service at the main, the utility shall provide the customer with written notice of its intent to do so. The notice required under this subparagraph shall include information on the estimated cost of disconnecting service at the condition preventing access and to pay any delinquent charges due to the utility before disconnection at the main. The customer may also be required to pay the tariffed reconnect fee for nonpayment in addition to delinquent charges even if service is not physically disconnected. A copy of the notice given to the customer shall be filed with the the utility's records on the customer's account.