

**SECTION 11. METER TESTS; ADJUSTMENT OF BILL**

- A. Test for accuracy. A customer may request the Authority to examine and to test the meter serving his premises to ascertain the accuracy of the registration of the amount of water delivered through it. The request for such test shall be made by written application to the Authority. A deposit in an amount determined by meter size reflected in Section 32 shall accompany the application to cover the cost of the test.
- B. Written report. The Authority shall then remove the meter and, in the presence of the customer, or in the presence of his authorized representative, when so requested by the customer, conduct a test of the accuracy of such meter. A written report of the results of the test shall be delivered to the customer within ten calendar days after completion of the test.
- C. Bill adjustment.
1. Fast meter. When the meter is found to have registered three percent or greater increase on any flow level, the customer shall receive a refund of the overcharge, either in cash or a credit against future charges at the option of the customer, for the period that the meter was in use, but not to exceed six months. In addition, the deposit remitted with the application for test shall be refunded in full.  
  
No refund of the deposit shall be made when the meter registration is less than three percent fast.
  2. Slow meter. When the meter for a domestic service is more than twenty-five percent slow on any flow level, the customer shall be billed for the undercharge for the period that the meter was in use, but not to exceed six months. When a meter used for other than domestic service is more than five percent slow, the customer shall be billed for the undercharge for the period that the meter was in service, but not to exceed six months. The deposit remitted with the application for test shall be refunded.
  3. No registration. When a defective meter does not register, the Authority shall bill the customer an average of the consumption shown on the last three (3) consecutive utility bills or if historical data is absent then base bill on the minimum monthly metered rate.