

METER READING

RULE AND REGULATION 10

A. BILLING PERIOD

1. CPAU will attempt to read Water, Gas, and Electric Meters at consistent intervals ranging from 27-33 days for each Billing Period.
2. Under normal conditions, bills will be based upon actual Meter readings. Under abnormal conditions, such as, but not limited to Meter malfunction, lack of access to the Meter, or CPAU staffing limitations, the bill for a Billing Period may be based upon estimated Meter readings taken from the historical record of consumption at the Premises. To correct any inaccuracies arising from the use of an estimated Meter reading, CPAU will make reasonable efforts, but does not guarantee, that it will obtain a Meter reading for the following Billing Period based on an actual Meter reading.
3. CPAU may estimate bills for unmetered Utility Service, for Utility Service from Meters which have been tampered with, or where access has been denied or impeded by the Customer, by the best available means, which may include, but are not limited to: estimation by comparison to prior Billing Period for the same Premise and equivalent Billing Period for the prior year. Such bills shall be due and payable by the Customer.
4. When the estimated Meter reading is higher than the actual Meter reading, adjustments for consumption and cost will be made to the Customer's next regularly scheduled bill.

B. MULTIPLE METERS FOR SAME SERVICE

For the purpose of calculating Charges, each Meter on the Customer's Premises will be considered separately, and the readings of two or more Meters will not be combined, except as follows:

1. Where combinations of Meter Readings are specifically provided for in Rate Schedules or via contract with the Customer;
2. Where CPAU's operating convenience or necessity requires the installation of two or more Meters on the Customer's Premises.



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C. “CUSTOMER READS OWN METER” PROGRAM

The “Customer Reads Own Meter” program allows Customers to be responsible for the reading of CPAU Meters located on their property. The Customer sends the Meter readings to CPAU for entry into CPAU’s computer billing system. It is the Customer’s responsibility to furnish the readings to CPAU in accordance with the Meter reading schedule that CPAU will provide upon the Customer’s entry into the program. Customer participation in this program is at the sole discretion of CPAU.

1. If a Customer reading is not received by CPAU in time for billing, an estimated read(s) will be made by CPAU. Failure by the Customer to consistently provide Meter readings shall result in termination of participation in the “Customer Reads Own Meter” program.
2. In the event the Customer fails to provide readings for two consecutive months, CPAU may require the Customer to provide access to the Meters, or relocate them, at the Customer’s expense, to an accessible location on the property, in accordance with such CPAU Rules and Regulations, procedures, and standards that apply to relocation of Service.
3. On an annual basis, CPAU will read the Meters for verification. For such purposes, Meter access by CPAU personnel at reasonable hours must be provided by the Customer.

D. METER READING ERRORS

Under certain circumstances, CPAU will adjust a Customer’s bill for reasons of accuracy. (See CPAU Rule 11 regarding billing adjustments related to error or malfunction.)

1. Meter reading errors may be brought to the attention of CPAU by the Customer or identified by a computer generated report as part of the billing review process.
2. When a Meter reading error has been identified, the Customer will be notified of the correction within 30 calendar days.

(END)

