

Hibbing Public Utilities
Policy Number: CUST044meterreadings
Date: October 13, 2015

Subject: METER READINGS

Customer meters can be read by various methods. The preferred method is an actual reading done by an HPUC Meter Reader. Other methods include customer readings using *Customer Meter Reading* cards and telephone reading call-ins by customers. If readings are not obtained, a customer's utility bill is estimated based on past usage.

Actual Meter Readings

Actual meter readings are obtained by HPUC Meter Readers and are the only official evidence of electric, water, steam, or gas usage by a customer. Each customer is scheduled for an actual meter reading every month. The HPUC strives for actual readings on a monthly basis. An actual reading must be obtained at least once every 12 months or services may be disconnected. Actual readings are important in that they ensure that customers do not owe (or are owed) large sums of money by the HPUC after several months of estimating utility usage. Pictures of meters are actual reads.

Customer Readings

Customers can obtain *Customer Meter Reading* cards at the HPUC Administration Building. They can read their own meters and report the results by drawing the meter dial arms on the card. The card is returned to the HPUC Administration Building. Meter Readers retrieve the cards for their customers, and enter the readings into the customer's account. No attempt is made to get an actual reading on the scheduled day.

Telephone Customer Readings

Customers can read their own meter and call the automated HPUC Meter Read Line. The customer calls the Meter Read Line and reports their meter numbers for each utility service. The HPUC Service Clerk retrieves the numbers and enters them into the customer's account. Meter Readers are unaware of any customer telephone reads and will still attempt to get an actual reading on the scheduled day.

Scheduled Reading Days

The Meter Reader will leave either a *Customer Meter Reading* card or a *Meter Access Notice* at a customer location when an actual reading or customer read can not be obtained on the scheduled reading day.

October 13, 2015
Adopted by Commission Action

Estimated Services List

Customers are placed on the Estimated Services List if an actual meter reading has not been obtained by the HPUC for at least 9 months and the customer is not calling in meter reads. The customer's bill is estimated based on past usage.

- 1) If the Meter Reader is unable to enter a residence that in on the Estimated Services List for an actual reading, a *Meter Access Notice* is placed on the customer's door handle asking that the customer contact the HPUC to make an appointment for an actual reading. The customer's bill is estimated based on past usage.
2. The Meter Reader will attempt to obtain an actual meter reading the next month and every month thereafter. Additional *Meter Access Notices* will be left on the customer's door handle.
3. After approximately 10 months of estimated and/or customer readings, the Computer Clerk will send the customer a letter requesting that they contact the HPUC within 10 days to arrange for an actual reading.
4. If the customer does not contact the HPUC within 10 days, the Computer Clerk sends a second letter. This letter informs the customer that a utility service will be disconnected if arrangements for an actual reading are not made by a designated date.
5. If the customer still does not contact the HPUC to make arrangements for an actual meter reading, a utility service will be disconnected until an actual meter reading is obtained.