

Subject: METER TESTING

The HPUC will, upon request, test any customer's meter:

- 1) A meter accuracy variance of 2% or less is considered reasonable and no credit or debit to a customer is done. However, there will be a meter test charge to the customer of \$50.00.
- 2) A meter variance greater than 2% will result in a full credit or debit for a period not to exceed one year retroactive. There will be no service charge to the customer. If a meter test reflects an accurate meter, there is a \$50 service charge.

If a customer has not requested meter testing and the HPUC determines that their meter is inaccurate (i.e., a variance greater than 2%), the customer will be notified immediately. Charges for the affected billing period will be estimated. The estimated usage will be computed based on consumption and demand during the immediately preceding billing period or the comparable billing period of the previous year. If found to be in error, and for up to one year, charges can be assessed based on comparable billing periods from previous years.