

## Regulation No. 4 Meter Reading

Adopted: July 19, 2004

Amended: December 21, 2009; June 15, 2015

### A. Measurement of Water Supplies

All metered water supplied by the District will be measured by means of Meters installed, owned, and maintained by the District. In accordance with Regulation No. 3, 100 cubic feet is the unit of measurement for Metered Service, and the amounts charged for Metered Service shall be based on the current rates established by the District's Board of Directors for each hundred cubic feet of water consumed.

### B. Frequency of Meter Reading

Meters normally will be read monthly. Because it is not always possible to read Meters at equal intervals, the period between reading dates may vary. Special readings will be made on commencement and termination of service and as required by special circumstances.

### C. Meters that Cannot be Read

When a Meter cannot be read because of an obstruction or other circumstances rendering the Meter inaccessible or unreadable, the Customer will be notified. If the problem lies with Customer or Premises, then the Customer shall correct the condition in accordance with Regulation 2, Section D and Regulation 16. A bill resulting from an inaccessible or unreadable Meter may be estimated for the billing period in accordance with Regulation No. 5, Section E. The account will be adjusted, if necessary, once a correct reading is obtained. Failure of a Customer to correct the obstruction within a reasonable amount of time may result in disconnection of service.

### D. Testing Meters

The District will test the accuracy of a Meter upon a Customer's written request. The District may require the Customer to pay the cost of a meter test. The Customer may witness the test. If a Meter is found to be working improperly, it will be repaired or replaced by the District at no cost to the Customer. If it is determined that the Meter is registering more than the actual quantities passing through the Meter as performed in accordance with the meter test procedure of the AWWA, then a credit will be applied to the Customer's account. In accordance with Regulation 2, Section J. a credit will not be issued for any overcharges levied more than four (4) years before the error was identified.

If the Meter tests within the range set by AWWA, then the Customer may be charged for the cost of the meter test in accordance with Regulation 3, Section I.