

SECTION 12
METERS

12.1 SUPPLY OF METERS

The measurement of electric service shall be by meters installed, owned, and maintained by the Company. The Company will select the type and make of metering equipment, and may, from time to time, change or alter the equipment.

12.2 SPECIAL MEASUREMENTS

The Company shall have the right, at its option and its own expense, to place demand-meters, load survey meters, or other instruments and equipment on the premises of any customer for the purpose of measuring the demand, collecting interval data, or for other measurements of all or any part of the customer's load.

12.3 METER TESTS

The Company, at its expense, will make periodic or sample tests and inspections of its meters in order to maintain them at a high standard of accuracy. The Company also will perform such other tests as it deems necessary for the proper administration of its rates, or as required by law.

12.4 REQUEST TESTS

The Company will make additional tests or inspections of its meters at the request of a customer provided said meter has not been tested within the previous 12 months. The Company reserves the right to make the charge provided for in Maine Public Utilities Commission Rules, Chapter 320 - Service Standards of Electric Utilities when such test shows the meter to be in error no more than plus or minus (+/-) four percent (4%). The customer(s) shall be allowed to be present during such testing.

12.5 ADJUSTMENT OF BILL - REFUND

- a) When the Company determines that it has over-billed a residential customer because 1) the test of his or her meter reveals its average accuracy to be more than four percent (4%) high, 2) the Company discovers that the meter records have been switched or 3) for other reasons, the Company will refund to the customer excess charges for the previous six (6) months, or the actual period of error, not to exceed six (6) years, if the actual period can be determined.

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12.5 ADJUSTMENT OF BILL - REFUND (Continued)

- b) When the Company determines that it has over-billed a non-residential customer because 1) the test of his or her meter reveals its average accuracy to be more than four percent (4%) high, 2) the Company discovers that the meter records have been switched or 3) for other reasons, the Company will refund to the customer excess charges for the previous six (6) months, unless it can be shown from the records of either party that the error has existed for a greater or lesser period, in which case the refund shall cover the actual period; provided, that in no case shall a refund cover a period longer than the previous six (6) years.

12.6 ADJUSTMENT OF BILL - CHARGE

- (a) When the Company determines that it has under-billed a residential customer because 1) the test of his or her meter reveals the meter's average accuracy to be more than four percent (4%) low, 2) the Company discovers that the meter records have been switched or 3) for other reasons except for unauthorized use or fraud by the customer, the Company may issue a make-up bill for the unbilled charges for the previous six (6) months, or the actual period of error, not to exceed twelve (12) months (consistent with Section 8E1 of Chapter 815 of the Maine Public Utilities Commission), if the actual period can be determined. In the event of unauthorized use or fraud by a residential customer, the Company may issue a make-up bill for the unbilled charges for the previous six (6) months, or the actual period of unauthorized use or fraud, not to exceed six (6) years, if the actual period can be determined.
- (b) When the Company determines that it has under-billed a nonresidential customer because 1) the test of that customer's meter reveals the meter's average accuracy to be more than four percent (4%) low, 2) the Company discovers that the meter records have been switched or 3) for other reasons except for unauthorized use or fraud by the customer, the Company may issue a make-up bill for the unbilled charges for the previous twelve (12) months, or the actual period of error if the actual period can be determined; provided, however, that in no case shall the Company issue a make-up bill for a period longer than the previous six (6) years.

12.7 RENTAL METERS

Cancelled.

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Eric Stinneford

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12.8 METER LOCATION ADJUSTMENT

When service is metered at a lower or higher voltage than the delivery voltage, the measured kWh will be increased or decreased respectively by 2% for billing purposes or, at the option of the Company, a continuous on-site adjustment will be made through compensating metering equipment or a factor applied based on the transformer manufacturer's data.

12.9 NONSTANDARD METER INSTALLATIONS

The Company will install a nonstandard meter at the request of a customer and will accommodate requests for nonstandard meters as quickly as practicable in the normal course of the Company's business.

The Company will charge its incremental costs of owning, maintaining, and installing the nonstandard meter to the customer. The Company, at its sole discretion, may require advance payment from the customer.

12.10 MASTER METERING STANDARD

1. RESIDENTIAL SERVICE

Each dwelling unit in a building that contains more than one residential dwelling unit will be separately metered unless the occupant of each such unit does not have control over any portion of the electric energy used in such unit, or with respect to any portion controlled by the occupant, the long-run benefits to the electric consumers in such building do not exceed the costs of purchasing and installing separate meters in such building. Master metered residential services existing as of December 16, 1983 may be continued.

2. GENERAL (NON-RESIDENTIAL) SERVICE

All new commercial buildings that will contain more than one separately leased or owned unit will be separately metered unless the occupant of each such unit does not have control over any portion of the electric energy used in such unit, or with respect to any portion controlled by the occupant, the long-run benefits to the electric consumers in such building do not exceed the costs of purchasing and installing separate meters in such building.

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