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**ROCKY MOUNTAIN POWER**  
**ELECTRIC SERVICE REGULATION NO. 7**  
**STATE OF UTAH**

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**Metering**

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**1. INSTALLATION**

All meter locations and provisions for connecting metering equipment are subject to approval by the Company. Meter locations shall be consistent with good engineering and safety practices and shall comply with appropriate codes and standards.

The Company will install, own and maintain all meters and other metering devices (excluding the meter base\cabinets) necessary for measuring the electric power and energy used by the Customer.

Separate premises, even though owned by the same Customer, will not be supplied through the same meter, except as may be specifically provided for in the applicable electric service schedule.

Demand meters may be installed at the Company's option on any account when the nature of the Customer's equipment and operation indicates that a demand meter may be required for correct application of the electric service schedule.

When multiple meters are installed at a location with multiple units, it is the developer/owner's responsibility to permanently, and correctly, label each meter base for the associated service address. The Company may check such meter installations to verify they are correctly labeled. The Company will charge the Meter Verification Fee set forth in Schedule 300, to the developer/owner for each meter installation checked. In the event all meters are labeled correctly for each unit the Company will waive the Meter Verification Fee for that building.

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**ELECTRIC SERVICE REGULATION NO. 7 – Continued**

**1. INSTALLATION (continued)**

When a complaint is received from a customer (landlord or tenant) or government agency of possible switched meters, the Company will check such meter installations to verify that they are correctly labeled. The Company will charge the Meter Verification Fee, as set forth in Schedule 300, to the owner for each meter installation checked. If all meters at a building are correctly labeled for each unit the Company will waive the Meter Verification Fee for that building.

If a developer/owner or landlord requests the Company to verify or certify that each meter base is labeled correctly, including when locations with multiple units are sold, the Company will charge the party requesting such verification or certification the Meter Verification Fee as set forth in Schedule 300.

**2. NON-STANDARD METERING ACCOMMODATION**

A Customer, owning a premise and receiving service from the Company, who requests an accommodation from the Company's standard meter installation, may choose from the following accommodations:

- A. Relocation of the Company's meter (standard or non-standard) from its current location to a different Company approved location;
- B. Exchange of a standard meter for an approved non-standard meter; or
- C. Relocation of the metering and the exchange of a standard meter for an approved non-standard meter.

A Customer who requests relocation of a meter is subject to the meter installation requirements of this regulation and Electric Service Regulation No. 12. If an acceptable accessible meter location cannot be provided on the premises, the Customer's request cannot be accommodated. The Customer must also provide all required Customer equipment, conduit, trenches, necessary easements, and pay all costs including the estimated installed cost of the new facilities, plus removal expense of the existing Company facilities, less the estimated salvage value of the removed facilities.

Only non-standard meters approved, obtained, installed and owned by the Company will be allowed. The Customer's request for a non-standard meter cannot be accommodated until an approved meter can be obtained by the Company. The Customer shall pay the installation charge given in Schedule 300 prior to the Company installing the non-standard meter.

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**ELECTRIC SERVICE REGULATION NO. 7 - Continued**

**2. NON-STANDARD METERING ACCOMMODATION (Continued)**

The Customer choosing the meter exchange accommodation shall also pay the monthly manual meter reading fee in Schedule 300, which charge will be included in the Customer's monthly service billing. These Schedule 300 charges are in addition to any relocation expense.

Customers who choose a non-standard meter may be excluded from participating in Company offered programs for which a standard meter is required.

The Company may revoke the meter exchange accommodation of a non-standard meter by reinstalling a standard meter for any of the following conditions:

- a. meter tampering;
- b. impeding Company access to meter to obtain monthly meter readings, perform maintenance or to disconnect meter for non-payment of electric service; or
- c. service has been disconnected for non-payment of electric service twice within a 12-month period.

**3. METER TESTS**

The Company will test and inspect its meters from time to time and maintain their accuracy of registration in accordance with generally accepted practices and the rules and standards established by the Public Service Commission of Utah. Upon request, the Company shall promptly and without charge test the accuracy of a customer's meter.

If the meter has been tested within 12 months preceding the date of the request, the Company may require the customer to make a deposit as provided in Schedule 300. The deposit shall not exceed the estimated cost of performing the test. If the meter is found to have an error of more than two percent of the tested capacity, the deposit shall be refunded; otherwise, the deposit may be retained by the Company as a service charge. Customers shall be entitled to observe tests, and the Company shall provide test reports to customers.

In the event of a dispute, the customer may request a referee test in writing. The Commission may require the deposit of a testing fee. Upon filing of the request and receipt of the deposit, if required, the Commission shall notify the Company to arrange for the test. The Company shall not remove the meter prior to the test without Commission approval. The meter shall be tested in the presence of a Commission representative, and if the meter is found to be inaccurate by more than two percent of tested capacity, the customer's deposit shall be refunded; otherwise, it shall be retained.

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**ELECTRIC SERVICE REGULATION NO. 7 - Continued**

**4. BILL ADJUSTMENTS FOR METER ERROR AND FAILURE TO REGISTER**

**(a) Meter Error**

If a meter tested is more than two percent fast, the Company shall refund to the customer the overcharge based on the corrected meter readings for the period the meter was in use, not exceeding six months, unless it can be shown that the error was due to some cause, the date of which can be fixed.

If a meter tested pursuant to this section is more than two percent slow, the Company may bill the customer for the estimated power and energy consumed but not covered by the bill for a period not exceeding six months unless it can be shown that the error was due to some cause, the date of which can be fixed.

**(b) Failure to Register**

If a meter registers usage, but fails to register the correct amount of electric power or energy used by the Customer for any reason, the amount of such use will be estimated by the Company from the best available information, and billed subject to the limitations of this Section 4, and Electric Service Regulation No. 8, Section 8.

If a meter does not register any usage, the Company may bill the customer for the estimated power and energy used but not registered for a period not exceeding three months.

If the Company finds that the meter has been tampered with, the Customer shall pay for such estimated usage together with the expense for restoring the Company's equipment to its normal operating condition and correcting Company billing records.

**5. MASTER METERING**

**(a) Master Metering Standard**

A master meter is any meter that serves more than one Customer. Master metering is only allowed as provided for in Exemptions to Master Metering. Other than as provided in Exemptions to Master Metering, individual metering is required for a new building if:

- (1) There is more than one unit in such building, and
- (2) The occupant of each unit uses electricity in the unit.

**(b) Exemptions to Master Metering**

Separate individual metering is not required for:

- (1) Those portions of transient multiple occupancy buildings and transient mobile home parks normally used as temporary domiciles in such buildings as hotels, motels, dormitories, rooming houses, hospitals, nursing homes and those mobile home park sections designated for travel trailers;

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**ELECTRIC SERVICE REGULATION NO. 7 - Continued**

**5. MASTER METERING (continued)**

- (2) Residential unit space in multiple occupancy buildings where all space heating, water heating, ventilation and cooling are provided through central systems and where the electric load within each unit that is controlled by the tenant is projected to be 250 kWh or less per month and where the utility has been provided reasonable substantiation of the load projection;
- (3) Common building areas such as hallways, elevators, reception and or washroom, security lighting areas;
- (4) Commercial unit space which is
  - (a) subject to alteration with change in tenants as evidenced by temporary as distinguished from permanent type of load bearing wall and floor construction separating the commercial unit spaces, and
  - (b) non-energy intensive as evidenced by connected loads other than space heating, water heating, and air-conditioning of five (5) watts or less per square foot of occupied space;
- (5) Other units where the long run benefits to the electric consumers exceed the costs of purchasing and installing separate meters in the building. This determination is made by applying the cost effectiveness test guidelines described in the Utah Administrative Code R746-210-3.

The burden of proof rests with the customer who seeks an exemption.

**(c) Sub-metering**

Sub-metering is the metering of the various customers that are served from a master metered account. With the exception of grandfathered accounts sub-metering is not allowed.