

METERS AND METER READING

RULE AND REGULATION 10

A. OWNERSHIP OF AND RESPONSIBILITY FOR METERING EQUIPMENT

CPAU will own and maintain all Meters, Meter-related equipment and regulators for measuring Electric, Water, and Gas usage by the Customer. For Electric Service, this includes instrument transformers, phase shifting transformers, test switches, and connecting circuitry necessary for measuring Electricity used by the Customer.

B. METER INSTALLATIONS

1. LOCATION

- a.** All Meters will be installed by CPAU upon the Customer Premise, and located to be at all times accessible by CPAU or its authorized representatives for maintenance, inspection, reading, and testing. Meter location must be approved by CPAU; placement of Meters above the ground-floor level is not permitted.
- b.** When required in order to comply with current CPAU Rules and Regulations and Utility Standards, the Customer must, at the Customer's expense, relocate the Meter or Meters to a CPAU-approved location.

2. CAPACITY OF METERS

- a.** CPAU will set Water and Gas Meters to match the Customer's Demand as stated on the Customers Utility Application/load sheet. CPAU may install Meters with a capacity greater than needed to supply the stated demand if the Customer pays all applicable fees associated with the larger Meter. It is the Customer's responsibility to submit an accurate Utility application/load sheet for Meter and Service capacity sizing.
- b.** CPAU may, at its option, provide Service to Primary Service Customers at Secondary Service voltage, and apply an adjustment factor to compensate.

3. SEPARATE METERING IMPRACTICAL

Where, in the sole opinion of CPAU, it is impractical for CPAU to meter individually each Premise or unit, CPAU may meter only those Premises or units that it is practical to meter, if any.

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4. MULTIPLE METERS FOR SAME SERVICE

For the purpose of calculating Charges, each Meter on the Customer's Premises will be considered separately, and the readings of two or more Meters will not be combined, except as follows:

- a. Where combinations of Meter Readings are specifically provided for in Rate Schedules or via contract with the Customer;
- b. Where CPAU's operating convenience or necessity requires the installation of two or more Meters on the Customer's Premises.

5. SEALING OF METERS

All CPAU Meters will be sealed by CPAU and no such seal may be tampered with or broken except by an authorized representative of CPAU.

If a Meter is tampered with, bypassed or otherwise compromised by the Customer, CPAU may discontinue and remove the Service in addition to charging for the estimated amount of Utilities used, and pursue all available civil and criminal remedies. If Service is removed, Customer will be responsible for the expense of removal and installation of new Service before the new Service is re-installed and activated.

6. ELECTRIC DEMAND METERS

Generally, Demand Meters will not be installed on Loads with an estimated maximum Demand less than six (6) or eight (8) kW or eight (8) horsepower (hp).

7. ADDITIONAL METERING EQUIPMENT

CPAU may, at its discretion, install additional Metering Equipment for the purpose of meeting quality control standards, updating outdated equipment, or otherwise improving the functionality of its Utility Services.

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C. MULTIPLE-OCCUPANCY BUILDINGS

In buildings in which separate Meters are required for each unit to measure separately the Electric Service, Gas or Water supplied to individual Customers, Meters for each Service will be located at one central point, per applicable CPAU standards or as otherwise specified by CPAU. The building owner must clearly mark each Meter position to indicate the particular location supplied by the Meter. Each Water and Gas houseline must be tagged with a brass identification plate showing the final and legal address served by each Meter.

If more than one Gas or Water Meter is required to serve a multiple-occupancy building, such as a condominium or townhome, a Public Utility Easement will be required for the Water and Gas Service Lines and Meters.

D. MASTER METERING

Separate Premises, even though owned by the same Customer, will not be supplied Water, Gas, and/or Electric through the same Meter (i.e. a Master Meter), except as provided herein.

1. RESIDENTIAL

- a. Customers for whom Water, Gas, and Electric Master-metering was installed prior to July 1, 1982 may continue to obtain Service at a single Point of Delivery through a single Metering installation for two or more single-family dwelling units in the same building on the same parcel, or for two or more multi-family dwelling buildings, provided such buildings are adjacent to each other on an integral parcel of land undivided by a public highway, street, or railway, however, CPAU may require individual Meters to be installed due to new construction, reconstruction or remodeling on the impacted Premises, to conform with applicable law, including current City Building and Utility Standards.
- b. When multiple tenants/units are served through a Master-metered Service Connection, the Master-meter Customer may resell the Service to tenants/units, provided either of the following conditions are met:
 - i. Services are separately metered and resold at rates identical with the CPAU rates that would apply if that Service was furnished to the individual tenants or units directly by CPAU, regardless of the rate the Master-meter Customer

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is charged; or,

- ii. The charge to the tenants or units for such Service is absorbed in the rental charges for that individual tenant or unit with no separate identifiable charge for the Service, and the rent does not vary with consumption.

2. MULTI-FAMILY RESIDENTIAL AND MIXED USE MULTI UNIT BUILDINGS

- a. New multi-unit residential structures or mixed-use residential and commercial structures must include a Meter or a submeter for each dwelling unit, so that tenants can be billed accordingly for their utility use. Requests for Master-metered multi-family Residential Service are subject to review and approval by CPAU.

3. NON RESIDENTIAL

CPAU in its sole discretion, may opt to provide Master-metered Gas Service and Electric Service if either of the following conditions are met:

- a. The building will contain shared Electric or Natural-Gas appliances such as central heating, air conditioning, or central domestic hot water and can be shown (using methods of calculation acceptable to CPAU) to be more energy efficient and at a more favorable cost-benefit ratio than would be the case if individual Metering were installed.
- b. The building is designed to be subdivided or modified after construction to meet changing space needs of multiple tenants.

E. TOTALIZING METERING

CPAU may permit totalizing though a single Electric Meter of the Electricity delivered by two or more separate Services if a Customer is served at primary voltage, has an estimated or actual Load greater than 3,000 kVA, and all Services serve a contiguous site. Any exception to CPAU's standard Metering requirements must be explicitly addressed by a Rate Schedule or Customer Contract (Rule 5).

F. METER TESTS

Meters will be tested before their installation, except that in the case of newly purchased single phase Electric Meters, the manufacturer's test may be used as the installation test

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when CPAU's random test indicates satisfactory test conditions for a particular manufacturer and a particular shipment. No Electric, Gas or Water Meter will be placed in Service or allowed to remain in Service if it is found to have an error in registration in excess of two percent (2%) under condition of normal operation.

1. Any Customer may request a test of the accuracy of the Meter serving the Customer's Premises. Prior to the test, the Customer will be required to make a deposit with CPAU as specified in CPAU Rate Schedule C-1. The deposit will be returned to the Customer if, under conditions of normal operation, the Electric, Gas, or Water Meter is found by test to register more than two percent (2%) faster. Otherwise, the deposit will be retained by CPAU to offset a portion of the cost of making such test. Deposits made for Meter accuracy testing will be returned or waived if CPAU determines that the Meter's current condition requires testing or replacement in advance of the Meter's scheduled replacement date.
2. The Customer has the right to require that the test for Electric and Gas Meters be made in their presence, or a representative's presence at the Meter shop. Testing requested for Water Meters will be sent to a third party to conduct the test. A written report giving the result of the test will be supplied to the Customer upon request within ten (10) days of the test.

G. METER READING AND ESTIMATION

1. Under normal conditions, bills will be based upon transmitted Meter readings. Under abnormal conditions, including, but not limited to Meter malfunction or lack of access to the Meter, the bill for a Billing Period may be based upon estimated Meter readings, typically taken from the historical record of consumption at the Premises. To correct any inaccuracies arising from the use of an estimated Meter reading, CPAU will make reasonable efforts to obtain a Meter reading for the following Billing Period based on an updated Meter reading.
2. CPAU may estimate bills for unmetered Utility Service, for Utility Service from Meters which have been tampered with, have experienced communication failure, or where access has been denied or impeded by the Customer, by the best available means.
3. When the estimated Meter reading is higher than the actual Meter reading, adjustments for consumption and cost will be made to the Customer's next regularly scheduled bill.

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H. METER READING ERRORS

Under certain circumstances, CPAU will adjust a Customer bill to ensure accuracy. (See CPAU Rule 11 regarding billing adjustments related to error or malfunction.)

I. OPT-OUT OF ELECTRIC AND GAS ADVANCED METERING

Subject to the following requirements, Customers may choose to opt out and temporarily keep their existing (legacy) Meter by notifying CPAU in writing before a new Advanced Metering Infrastructure (AMI)-enabled Meter is installed. Failure to notify CPAU in writing will void the pre-installation opt-out procedure. If Customer contacts CPAU to opt out of AMI metering after the AMI Meter is installed, the Customer must be eligible for and enroll in the Customer Reads Own Meter program, after which the AMI Meter's radio transmission communications will be turned off and disabled remotely, and Meters will be read manually. Water meters are not eligible for opt-out.

Unless Customer specifically opts out from AMI metering (and is eligible to do so):

- All Customers will be upgraded to advanced metering
- New accounts will automatically participate in advanced metering

1. ELIGIBLE CUSTOMERS

- Customers selecting to opt-out of AMI (either with legacy Meter or inactive advanced Meter) must participate in the "Customer Reads Own Meter" (CROM) program.
- Customer must complete and sign a form acknowledging fees, terms, and conditions of the "Customer Reads Own Meter" program.
- As part of the "Customer Reads Own Meter" program, Customer must provide access for CPAU to read the Meters for verification on an annual basis. For such purposes, Customer must provide Meter access to CPAU personnel during regular business hours.
- Customer must opt out at the Account level, and the opt-out must be completed by the Account holder.

2. INELIGIBLE CUSTOMERS

- Customer will be ineligible to opt out for CROM, or Customer's prior AMI opt-out selection will be revoked, if a Customer has a record of violated any of the Rules.

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J. OPT-OUT FEES

- a. Set Up Charge. The set-up Charge is per residence, not per Meter. If Customer has both an Electric and Gas Meter at their property, only one setup charge will be added to the Account billing statement. However, if Customer would like to opt out for other residences (including same-lot Accessory Dwelling Units) on their Account, there is a setup Charge for each additional residence.
 - Legacy electric/gas meters: A one-time non-refundable set up Charge in the amount shown in Rate Schedule C-1 will be billed on the residential Customer Account. For Customers in the CPAU Rate Assistance Program (RAP) a reduced one-time, non-refundable set up Charge as set forth in Rate Schedule C-4 will be billed on the residential Customer Account.
- b. Monthly Fees. In addition to the applicable monthly Customer Charge for Service, a non-refundable monthly fee to cover the expense of processing Customer self-reads will be shown in Rate Schedule C-1 and be billed to the residential Account. For RAP Customers, a discounted non-refundable monthly fee in the amount shown in Rate Schedule C-4 will be billed to the residential Account.
- c. There is no fee to opt into AMI.

K. “CUSTOMER READS OWN METER” (CROM) PROGRAM

The “Customer Reads Own Meter” (CROM) program is restricted to those Customers having opted-out of participation in the CPAU Advanced Metering Infrastructure (AMI) program, and allows CROM Customers to be responsible for the reading of CPAU Meters located on their property and the transmittal of the Meter readings to CPAU Customer Service. It is the Customer’s responsibility to furnish the readings to CPAU in accordance with the Meter reading schedule that CPAU will provide upon the Customer’s entry into the program. Customer participation in this program is at the sole discretion of CPAU.

1. If a Customer’s CROM reading is not received by CPAU in time for billing for two consecutive months, then estimated read(s) will be made by CPAU. Failure by the Customer to provide Meter readings shall result in termination of participation in the

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CROM program, and installation of AMI meters for the account, if an AMI Meter is not currently in place.

2. On an annual basis, CPAU will physically read the CROM Meters for verification of consumption. For such purposes, Meter access by CPAU personnel at reasonable hours must be provided by the Customer.

(END)