

L. Meters

1. Supply of Meters

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

2. Special Measurements

For the purposes of measuring the demand, collecting interval data or for other measurement of all or part of a member's load, the Cooperative may at its option and its own expense, place demand meters, load survey meters, or other instruments and equipment on the premises of any member.

3. Meter Tests

In order to maintain a high standard of accuracy, the Cooperative, at its expense, will perform periodic or sample tests and inspections of its meters. The Cooperative also will perform such other tests as necessary to ensure accuracy in the administration of its rates, or as required by law.

The Cooperative will test its meters in accordance with its policies and procedures. The Cooperative will perform additional tests or inspections of its meters at the request of a member; a *Meter Test Fee* will be charged in accordance with Cooperative's *Schedule of Fees, Charges and Rates*. When requested by the member, the Cooperative will test the accuracy of the member's meter within 15 calendar days of the date of request. If upon testing the meter is found to be in error by more than 2%, the member's *Meter Test Fee* will be promptly refunded. If the meter is not found to be in error by more than 2%, the Cooperative will retain the fee for the test in order to recover its costs. A member may be present or represented by an agent when the Cooperative conducts the test of the meter. A report giving the name of the member requesting the test, the date of the request, the location, the type, make, size, the serial number of the meter, the date tested, and the result of the test shall be supplied to the member within 15 calendar days after the completion of the test.

4. Refunds and Adjustments of Electric Usage

a. On occasion the Cooperative may need to make refunds or adjustments on electric usage. When the Cooperative determines that it has over-billed a member because:

01. The test of the meter revealed the average in accuracy to be more than 2% high.
02. Or the Cooperative discovered an error in its meter records.
03. Or for other reasons.

The Cooperative will immediately refund any excess charges billed for:

01. The previous six months.
02. Or the actual period of the error, not to exceed three years, if the actual period can be determined.

03. Or a different period at the Cooperative's discretion.
- b. When the Cooperative determines that it has under-billed a member because:
 01. The test of his or her meter reveals the meter's average accuracy to be more than 2% low.
 02. Or the Cooperative discovers that the meter records have been switched.
 03. Or for other reasons except for unauthorized use or fraud by the member.
 04. The Cooperative may issue a make-up bill for the unbilled charges for:
 - I. The previous six months.
 - II. Or the actual period of error, not to exceed twelve months, if the actual period can be determined.
- c. In the event of unauthorized use or fraud by a residential member.
 01. The Cooperative may issue a make-up bill for the unbilled charges for:
 - I. The previous six months.
 - II. Or the actual period of unauthorized use or fraud, not to exceed six years, if the actual period can be determined.

5. 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 losses unless specifically conditioned) for billing purposes or, at the option of the Cooperative, a continuous on-site adjustment will be made through compensating metering equipment or an applied factor based on the transformer manufacturer's data.

6. Nonstandard Meter Installations

At your request the Cooperative will install a nonstandard meter and will accommodate requests for nonstandard meters as quickly as practical in the normal course of the Cooperative's business, at the Cooperative's discretion if you provide the Cooperative with proper justification for such metering equipment.

You will be charged for the Cooperative's incremental costs of owning, maintaining, and installing the nonstandard meter. Advanced payment may be required.

7. Master Metering Standard

The Cooperative prohibits master metering of electric service in any multi-family building, excluding motels, hotels and dormitories, constructed, significantly renovated, or converted to electric space and/or water heating after 1980. Master metering exists when more than one dwelling unit in a building is receiving electric service through the same meter and the occupants of each unit have control over any portion of the electrical service used in that unit. See NHPUC 303.02 or RSA 155-D for more details.

Office buildings, shopping centers and similar commercial facilities may be served through a single Cooperative meter. Such facilities may install sub-metering equipment only for the purpose of allocating the facility's total Cooperative bill among the tenants of the facility.

Where an individual household or business enterprise, occupation or institution occupies more than one unit of space, each unit will be metered separately and considered a distinct account, unless the member furnishes, owns and maintains the necessary distribution circuits by which to connect the different units to permit delivery and metering at one location of all the energy used.

8. Metering Installations

The member will allow the Cooperative to designate a meter location that facilitates the location of the electric service attachment to the structure and the subsequent reading and servicing of the meter and associated equipment.

Installations of all meters and metering equipment will normally be installed on the exterior of the premises and accessible to Cooperative employees and agents in accordance with the rules and regulations mandated by: The National Electrical Code, National Electrical Safety Code, Cooperative Construction Standards, and Cooperative Handbook for Electrical Service.

9. Remote Reading Devices

The Cooperative may, at its discretion, install automated meter infrastructure (AMI) and other electrical monitoring devices. If such devices require use of the member's phone line, the Cooperative will seek the member's permission for use of the phone line.

Upon request of the member, the Cooperative may install an AMI or other remote reading device subject to available technology. AMI and other remote reading devices will be owned, installed and maintained by the Cooperative. When requested by the member and approved by the Cooperative, such installations shall be made at cost. The location of AMI and other remote reading devices is subject to the Cooperative's approval.

Occasionally, verification readings may be required on the AMI meters and other remote reading devices. The Cooperative shall notify the member when the verification is required if special access to the meter is required. Service is subject to disconnection if the member fails to make arrangements with the Cooperative for access within 60 days after the Cooperative provides such notice.

10. Cases of Dispute

The Cooperative's meter shall be used as the final determinant in measuring consumption, and in all cases shall take precedence over any readings on other remote reading devices installed on the member's side of the meter.