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§ 228.1 Restriction against removing meter

If a customer shall have made a complaint involving the accuracy of a meter to the utility, said meter shall not be removed unless:

- (a) the meter shall have failed to provide safe and adequate service;
- (b) said customer shall have made request to the utility for a complaint test; or
- (c) a warrant of this commission, directing that said meter be removed for a referee test, shall have been received by said utility.

§ 228.2 Requirements for referee test

Whenever any utility receives notice from this commission that a customer has requested a referee test of his or her gas meter, the utility shall replace the meter within 10 days unless it is of a type usually tested in the field. In the latter case, the utility shall provide appropriate personnel and equipment to assist in the field-testing of the accuracy of the meter by this Commission. If a meter cannot be made available for a referee test within the time specified, written notice shall be sent to this Commission giving the causes for the delay.

§ 228.3 Referee test result

(a)(1) The result of a referee test shall be the average of three tests at the check rate where the test results are expressed to the nearest 0.1 percent.

(2) A meter shall be deemed accurate if the average of the three referee tests is within +/- 2.0 percent of 100 percent proof. The proof of a meter is the percent registration found when the meter is tested. A proof of 100 percent indicates the meter is accurate. A proof of less than 100 percent indicates the meter is fast (+) and registers more volume than actually passed through the meter. A proof of more than 100 percent indicates the meter is slow (-) and registers less volume than actually passed through the meter.

§ 228.4 Adjustment of bills for fast meters

If, upon conducting a referee test, a gas meter is found to be registering more than two percent fast (98.0% proof), the customer's bills shall be adjusted for that amount that deviates from 100 percent proof for one half of the quantity registered since the last test of the meter for a period not to exceed six years. Where the same meter has served more than one customer since last test, the original test date shall still apply; however, the current customer's bills shall not be adjusted beyond his or her turn-on date. However, if a customer can provide copies of his or her bills beyond the six-year period, the bills will be used up to the time of last meter test. If it can be established that the error is due to an accident or other cause, the approximate date of which can be determined, the bill shall be adjusted back to such date, or a maximum of six years. If, however, the consumer has suffered no damage from said error by virtue of the fact that the meter has registered a quantity of gas less than that allowed for the minimum rate of the applicable rate schedule, no adjustment will be made. No refund will be made if the meter error was caused by the customer's action.