

NEW MEXICO WATER SERVICE COMPANY  
INDIAN HILLS WATER SYSTEMS  
ORIGINAL RULE NO. 18  
CANCELING IHWW RULE NO. 18  
METERING

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED  
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- A. Ownership of Meters. All meters used in connection with metered service shall be installed, maintained and owned by the Company.
- B. Meter Testing. Each meter, whether new or repaired, or removed from service for any cause, shall be tested and in good order before being installed. All tests to determine the accuracy of registration shall be made with standard meter testing equipment.
- C. Upon request by a customer, the Company shall make a test of the meter serving him and shall advise the customer that he may be present. If the meter has been tested within the last twelve (12) months, the company may charge the customer for making such a test and such charge will be refunded to the customer whenever the meter proves to be in excess of two percent (2%) fast. Please refer to Rate Schedule 5 for the amount of the charge.
- D. The customer or his representative may be present, if he desires, when his meter is tested. If the customer wishes to be present, he should so notify the Company at the time of his request for the meter test. The Company shall give the customer reasonable advance notification as to the day, time and place of said meter test.
- E. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test, and a record of the report, together with a complete record of each test shall be kept on file at the office of the Company with compliance to such retentions as authorized by the New Mexico Public Regulation Commission under General Order No. 3.
- F. Fast Meters. When a meter is found to be in fact in excess of two percent (2%) error against the customer in tests made at any time, the Company shall refund to the customer an amount equal to the excess charged for the water incorrectly metered. The period over which the correction is to be made shall be the time of apparent failure; provided, however, the period shall not exceed six (6) months. No part of the minimum service charge shall be refunded.


**EFFECTIVE**

APR 24 2015

REPLACED BY NMPRC

BY Final Order Case No. 13-00384-UT

ADVICE NOTICE NO. 2  
NEW MEXICO WATER SERVICE CO.

  
Cynthia Apodaca, Controller

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- G. Slow Meters. If, upon testing, the meter is determined to be more than two percent (2%) slow, the amount of the under-charged resulting from the error will be billed to the customer, but the period employed in calculation of the undercharge shall not exceed six (6) months. The customer will not be billed for the period between his advice to the Company that he doubts the meter's accuracy and the test of the meter by the Company if the interval exceeds a time reasonable under the circumstances.
- H. Failure to Register. In the event of the stoppage or failure of the meter to register the full amount of water consumed, the customer will be billed for such period from the time elapsed since the last previous test or the time of apparent failure on an estimated consumption based upon his use of water in a similar period of like use. Provided, however, the period shall not exceed six months. Please refer to Rules 16 and 23 (Stoppage or Obstructions of Service and Estimated Bills).
- I. The Company reserves the right to test any meter at any time during business hours and to enter the premises of a customer if necessary for that purpose.

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