

RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS

A. TESTS

1. A customer may, upon reasonable notice, require the Company to test the meter used to measure the customer's requirements.
2. No charge will be made for performing a test once during any 12 month period. The Company may charge the customer an amount, as set forth in the Statement of Rates of this Nevada Gas Tariff, for any additional test conducted during that period, which charge shall be refunded if the meter is found to be inaccurate by more than two percent fast.
3. The customer and/or a qualified representative of the Commission may be present at the time a test is conducted.
4. The Company shall, within a reasonable time after a test, provide the customer with a written statement of the results of the test, which shall include notifying the customer if the meter has been replaced or repaired.
5. The Company shall maintain a record of the results and action taken of each test conducted, which shall include the name and address of the customer requesting the test, type and identification number of the meter, type of test and date test was conducted.

B. ADJUSTMENT OF BILLS

1. Meter Error

- a. Fast Meters. When, upon test, any meter is found to be registering more than two percent fast, the amount of the overcharge shall be credited to the customer's account no later than 30 days after the overcharge is determined based on corrected meter readings for the period the meter was in use at the customer's premises, but not to exceed the preceding six months, whichever is shorter.

<p>Issued: December 31, 2018</p> <p>Effective: January 1, 2019</p> <p>Advice Letter No.:</p>	<p>Issued by Justin Lee Brown Senior Vice President</p>	
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METER TESTS AND ADJUSTMENT OF BILLS
(Continued)

B. ADJUSTMENT OF BILLS (Continued)

1. Meter Error (Continued)

b. Slow Meters. When, upon test, a meter is found to be registering more than two percent slow, the Company may bill the customer for the amount of the undercharge based on corrected meter readings for the period the meter was in use at the customer's premises, but not to exceed the preceding six months in the case of nonresidential service and three months for residential service, whichever is shorter for each class of service. A residential customer shall be permitted to pay this amount over a three month period.

c. Nonregistering Meters.

(1) When, upon test, any meter is found to be nonregistering, the Company may bill the customer for estimated gas usage for a period of three months or the period the meter is known to have been in service, whichever is shorter. If the Company and the customer cannot agree upon the estimated usage for the period in question, the matter may be submitted to the Commission.

(2) Bills for this purpose will be based on the customer's prior requirements, if reliable, taken in connection with subsequent requirements correctly metered and the general characteristics of the customer's operations.

2. Unauthorized Service. If the Company establishes that a meter has been tampered with or that unauthorized use of gas has occurred, the adjustment made by the Company must be calculated for a period not to exceed the most recent six months of usage or the date on which the tampering or unauthorized use began, whichever is greater.

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Justin Lee Brown
Senior Vice President

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C. GENERAL

Anything herein to the contrary notwithstanding, when it is found that the error in a meter is due to causes the date of which can be reliably established, the overcharge or the undercharge will be computed back to but not beyond that date, and no part of the minimum charge will be refunded. When the date cannot be reliably established, or the Company and customer cannot agree, the matter will be resolved under the provisions of Rule No. 14 of this Nevada Gas Tariff.

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Issued by
John P. Hester
Senior Vice President