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|  <p><b>ARAB</b><br/>ELECTRIC COOPERATIVE<br/>since 1947<br/>ARAB, ALABAMA</p> | <b>Customer Service</b> | <b>SOP Name</b>                  | Meter Testing       |
|  |                         | <b>Revision #</b>                | 003                 |
|  |                         | <b>Implementation Date</b>       | 10/09/2018          |
|  |                         | <b>Last Reviewed/Update Date</b> | February, 2020      |
| <b>SOP Owner</b>   | Stacey White            | <b>Approval</b>                  | <i>Stacey White</i> |

## Standard Operating Procedure

### **1. Purpose**

To assure that meters are being tested in order to maintain a high standard of accuracy to render accurate bills.

### **2. Scope**

This procedure applies to the Meter Specialist(s) or other employees and or agents performing field functions of Member Services.

### **3. Procedure**

Applicable meters will be tested utilizing meter-testing tools commonly recognized among electric utilities.

#### Meter Testing:

- A) Tests will be performed periodically on a best-efforts basis for available AEC meter inventory.
- B) Test will be performed on all meters with turn off service orders. This will prevent a bad meter from going back into inventory or being reset at a new location.
- C) A meter must have an accuracy rate within a 2% range for it to be considered active inventory.

#### Member Complaint Testing:

- A) All Member requests for meter testing must be scheduled in advance through the Member Services Department.
- B) AEC may, at AEC discretion, in lieu of meter testing require the initial contact to be a meter re-check.
- C) AEC may also request the Member to perform a breaker check.
- D) If a meter is found to have accuracy within the 2% range either fast or slow no adjustments will be made to the Members bill.
- E) In cases where the meter shows to be in excess of 2% fast or slow an adjustment may be made to the Member's bill on retro-active basis. Any adjustments that arise from this process may be made as far back as data is readily available to do so.

### **4. References**

Arab Electric Cooperative Application for Service

American National Standard for Electric Meters, Code for Electricity Metering Section 5

My signature above indicates that I have received this SOP, and I understand that I am encouraged to discuss any concerns with my supervisor.