

	Customer Service	SOP Name	Meter Testing
		Revision #	003
		Implementation Date	10/09/2018
		Last Reviewed/Update Date	February, 2020
SOP Owner	Stacey White	Approval	<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.