**Section 501.260 Meter Tests Requested by the Customer**

a) Upon the request of a customer, if the utility or manufacturer has not tested the meter within 12 months prior to the request, a utility furnishing metered gas service shall, without charge, test the accuracy of a meter used to measure the customer's gas consumption if either the meter's rated capacity is less than 16,000 cubic feet per hour or the meter's rated capacity is equal to or greater than 16,000 cubic feet per hour and the test can be done without removing the meter. If a customer so desires, a utility shall allow the customer or its representatives to witness the meter test, whether conducted on the customer's premises or at the utility's metering shop. The utility shall provide a written summary of the results of the meter test to the customer within five business days.

b) A utility shall test a meter within 45 days after receiving a customer's request, unless the customer agrees to a later time. The utility shall conduct the meter test between 7 a.m. and 4 p.m. Monday through Friday, excluding holidays, unless the utility and the customer agree to a different day or time.

c) If a customer requests a test of a meter used to measure the customer's gas consumption and the customer wishes to witness the test, but the utility's testing facility is located out of state, the utility shall provide the option of having the meter tested at an in-state testing facility, if that location is more convenient for the customer, provided that the alternative location is in good standing with the Commission. A meter shop is in good standing if a Commission representative has conducted a review of the facility for compliance with the requirements of this Part within the last 40 months and the meter shop has no outstanding non‑compliance issues associated with its ability to accurately measure meter accuracy. A Commission representative shall advise, upon request by a utility, whether a meter shop is in good standing.

d) If a customer requests an accuracy test of a meter used to measure the customer's gas consumption, but the meter has a rated capacity equal to or greater than 16,000 cubic feet per hour and the requested test requires the physical removal of the meter, then the customer shall pay to the utility the costs associated with the test. A utility may not charge a customer more than $10,000 for the test unless the utility must send the meter to a non-affiliated third party for testing and, in that case, the utility may not charge a customer more than $25,000 for the test. In the testing costs charged to the customer, a utility may include meter removal and installation labor, costs associated with transportation of the meter to and from a meter shop, shop testing labor, transportation charges to send the meter to and from an outside testing facility, and outside testing lab fees. If a meter over‑registers by more than 2%, a utility shall reimburse a customer its payment of fees associated with the meter test. A utility shall provide to its customer an itemized written statement of the cost of a requested meter test, obtain the customer's agreement to pay the stated cost, and receive payment from the customer for the requested meter test before taking any action to remove the meter or begin the requested meter test.

e) No later than April 1 of each year, a utility shall provide a report to the Director of the Safety and Reliability Division regarding the number of customer-requested meter tests that the utility conducted in the prior calendar year. The report shall list the meter size, meter type, test results, and testing location for each meter tested.

f) A utility shall waive the 12-month waiting period identified in subsection (a) for customer-requested meter tests if a customer makes one of the following demonstrations:

1) A deviation in the customer's measured gas usage in excess of 10% occurred following the utility's installation of a different meter on the customer's service and the difference is not attributable to weather or the customer's process changes; or

2) Relevant facts that point to potential accuracy problems with the meter.