

Rule No. 14  
METER READING

Sheet 1

A. Meter Reading Schedule

1. Residential Customers

Meters shall be read as nearly as possible at regular intervals. The regular billing period for residential service shall be between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

For residential customers who have opted-out of the Advanced Meter Program, their regular meter reads will occur bi-monthly as directed by D.14-12-078.

2. Other Service Classes

The regular billing period for all other classes of service shall be between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Further, credit relations or collection difficulties may make shorter periods advisable. In such cases the billing period may be reduced to two weeks or to one week at the Utility's discretion. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

B. Reading of Separate Meters Not Combined

For billing purposes, each meter upon the customer's premises will be considered separately and readings of two or more meters will not be combined except as follows:

1. The combinations of meter readings are specifically provided for in rate schedules.
2. The maintenance of adequate service and/or the Utility's operating convenience requires the installation of two or more meters upon the customer's premises. (The applicability of this paragraph will depend upon the metering that would be utilized for new customers with similar service requirements.)

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5507  
 DECISION NO. 19-04-041

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Aug 30, 2019  
 EFFECTIVE Sep 29, 2019  
 RESOLUTION NO. \_\_\_\_\_

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Rule No. 14  
METER READING

Sheet 2

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C. Estimated Bills

1. If, for reasons beyond the Utility’s control, the meter serving the customer cannot be read on the scheduled reading date or accurate usage data are not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the customer's prior usage, the Utility's experience with other customers of the same class in that area, and the general characteristics of the customer's operations. Adjustments for any under-estimate or over-estimate of a customer's consumption will be reflected on the first regularly scheduled bill rendered and based on an actual reading following the period of inaccessibility. Access to the meter, sufficient to permit the Utility to obtain an accurate read, shall be provided by the customer as a pre-requisite to the Utility making any adjustment of gas billed on an estimated basis.
2. If estimated bills do not result from inaccessible roads, the customer, the customer’s agent, other occupant, animal or physical condition of the property preventing access to the Utility’s facilities on the customer’s premises, other causes within control of the customer, or a natural or man-made disaster such as fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered “billing error” for the purposes of applying Rule No. 16.
3. If, for reasons within the Utility’s control, the meter cannot be read or accurate usage data are not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained in accordance with Rule No. 16 C. Such estimated bills shall be considered “billing error” for the purpose of applying Rule No. 16. Estimated consumption for this purpose will be calculated as described above.
4. Advanced Metering Infrastructure (AMI) Meter Installation - If the Utility is unable to gain access to install an electronic meter reading device, the Utility may bill the customer for estimated consumption in accordance with C.1 and C.2.

D. Bills for Less Than 27 or More Than 33 Days

Except as otherwise provided in certain rate schedules and bills utilizing daily allowance billing, all bills, including opening and closing bills, for gas service rendered for a period of less than 27 days or more than 33 days will be computed in accordance with the applicable rate schedule and shall be prorated on the basis of the number of days service has been rendered to the number of days in an average month which shall be taken as 30 days, unless such proration would result in charges that cause the customer to exceed the applicable fixed charges or charges for the rate block on an annualized basis. In such cases, which are limited to bills for 34 or 35 days, bills will not be prorated. Proration will include the size of any rate blocks and recurring fixed monthly charges as stated in the rate schedule(s). Service establishment charges shall not be prorated.

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