

Section 3-9

Meter Test and Adjustment of Bills for Meter Inaccuracy

- (a) **Meter tests.** All meters are tested prior to installation. Any consumer, who, for any reason, doubts the accuracy of the meter serving his premises may request a test of the meter. The consumer, if he so requests, will be notified as to the time of the test and may witness the test if he so desires. No charge will be made for meter tests.
- (b) **Adjustment of bills for meter inaccuracy.** If, as the result of the test, the meter is found to register more than two percent fast under conditions of normal operation, the department will refund to the consumer the overcharge based on past consumption, for a period not exceeding six months, unless it can be proved that the error was due to some cause, the date of which can be fixed. In this latter case, the overcharge shall be computed back to, but not beyond, such date.
- (c) **Control and Maintenance.** The consumer will be responsible for maintenance and repairs to pipes and fixtures on the consumer's side of the meter.

"By Water All Things Find Life"

Department of Water Supply
County of Maui