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Meter accessibility

Access is vital for you and your meter reader

Providing safe access to your utility meter is the best way to ensure you receive reliable and accurately billed service. In cases where meter readers feel unsafe, they may not enter a property to obtain natural gas or electric reads, resulting in estimated billing. With estimated bills you may have a record of lower than actual usage, leading to a “catch-up” bill, or higher than actual usage, requiring a larger payment.

Customer responsibilities

Meter readers are strangers and their presence in your “territory” can provoke a pet. As a customer, your responsibilities are to:

- Confine pets indoors or chained away from the meter;
- Clear tall grass, shrubs, vehicles, leaves, snow, icicles, etc. that may hide or damage the meter;
- Unlock your gate, provide the company with a key, or call to arrange a reading time if your gate must remain locked;
- Arrange for an adult to be present when a meter inside your home is to be read; utility employees present picture ID.

You can read your own meter

If you elect to read your meter, your utility company may provide postage-paid, pre-addressed postcards for this purpose upon request. You may also be permitted to report meter readings on a secure company website, by phone, or by other reasonable methods. At least once every 12 months, a utility shall obtain an actual meter reading of energy usage to verify accuracy of the readings reported in this manner. A utility company representative may read meters on a regular basis.

Who pays for meter relocation?

Meter relocation costs associated with utility-initiated programs are primarily paid for by the company. However, in instances where you want the meter placed in a different location than selected by the utility you pay the additional costs to accommodate your preference.

Circumstances under which you may bear the responsibility for the charges to move a meter include:

- If there is unauthorized use of service or meter tampering.
- If you have denied access to the meter and service has been shut off by disconnection at the pole or at the street.
- If you have refused access to the meter on two separate occasions.
- If harm to the meter reader is threatened, even once.
- If you request that the utility relocate the meter.

Structural renovations

Contact your utility company if your meter must be removed or relocated to accommodate additions or renovations (fences, decks, patios, barrier-free ramps) to your property.

Do not try to remove or relocate a meter yourself, since it could be dangerous to you and your neighbors.

Never place a meter under a deck or porch.