

As a District of Columbia energy consumer, you have rights...

If you are a District resident and you believe that your electric or gas meter is inaccurately measuring your energy usage, please contact the D.C. Public Service Commission to schedule a refereed meter test.



The Mission of the District of Columbia Public Service Commission is to serve the public interest by ensuring that financially healthy electric, gas, and telecommunications companies provide safe, reliable, and quality services at reasonable rates for D.C. residential, business, and government customers.

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Public Service Commission of the District of Columbia

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www.dcpssc.org



**People Serving the
Community**

Refereed Meter Tests

**Verifying the accuracy of
your gas or electric meter**



**Public Service
Commission of the
District of Columbia**

(202) 626 - 5100

www.dcpssc.org

What is a refereed meter test?

The District of Columbia Public Service Commission (“DCPSC”) witnesses electric and gas meter tests at the request of residential and commercial consumers. Consumers may request a test of their meter if they believe that it is inaccurately measuring usage.

As stipulated in the District of Columbia Municipal Regulations (23-15, 2368),

“Upon written application to the Commission by a customer or a utility, a test shall be made of the customer’s meter as soon as practicable that shall be witnessed by a representative of the Commission.”

The utility company will send a technician and a customer service representative to the test. The DCPSC also sends a representative from the Office of Consumer Services (“OCS”) and a member of the engineering staff. The engineering staff member witnesses the meter test and certifies the accuracy of the results. The OCS staff member helps mediate the consumer’s complaint and provides useful information to the consumer.

Who do I call to schedule a test?

You can contact one of the following:

- The District of Columbia Public Service Commission OCS at (202) 626-5120
- OR
- The Office of the People’s Counsel (202) 727-3071

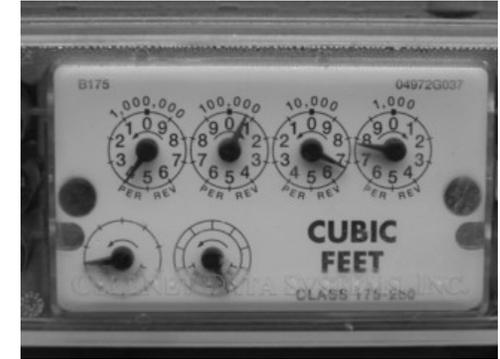


What happens during a refereed meter test?

Once a meter test has been scheduled, representatives from the utility company and the DCPSC will visit your meter location to perform a meter test. **It is important for you to be at the meter location at the specified date and time.** If you have requested your electric meter to be tested, the utility representative will perform the test at your location with a certified representative from the Commission witnessing the test. If you have requested your gas meter to be tested, the utility representative will replace your gas meter with a new one and turn over the old device to the Commission’s engineer who will take it to the gas company to be tested in his presence.

D.C. regulations mandate that a refereed meter test shall be a test of accuracy of the following:

- a. The pressure device;
- b. The temperature correcting device, if any;
- c. The index; and
- d. Any other device or instrument used in measuring gas consumption.



What happens after my meter has been tested?

After your meter has been tested, you will receive a letter in the mail informing you of the results. The results will be made a part of your record at the Commission if you have made a complaint against the utility company.

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IMPORTANT: Disputing utility charges by scheduling a refereed meter test does not release you from any obligation to pay your bill. You will still be held liable for any charges not in dispute.

