**Section 410.120 Metering Service Requirements**

a) Each service watt-hour meter shall have a register or display on the front of the meter that: displays energy consumption in a definite and known proportion to the actual energy consumption of that customer; is plainly visible; and can be read by the customer. This requirement may be waived in writing by the customer. This requirement shall not affect the entity's right to secure meters for safety reasons or in situations in which the meter is subject to excessive risk of damage or tampering. At the customer's request, a representative for the entity providing metering service shall explain to the customer how to read the meter used for billing that customer.

b) If a billing multiplier is used to calculate customer usage, the entity shall mark the billing multiplier on the front of the meter (or other location on the metering installation where the multiplier is plainly visible) and identify it as a billing multiplier at the time of installation or test, using a permanent marking method. Any entity providing instrument transformers shall mark the multiplier based on instrument transformer ratios on all new installations, and shall mark the multiplier on all existing installations when periodic meter testing is performed on the meter at that installation. The billing multiplier shall include the transformer multiplier and meter multiplier.

c) No meter shall be installed that is known to be mechanically or electrically defective, or that has not been tested in accordance with this Subpart and shown to comply with the accuracy requirements in this Subpart.

d) Meters shall be installed so as to be accessible to metering personnel for reading, testing, and making adjustments and repairs.

e) Meters installed after January 1, 2001 shall, at a minimum, meet the standards set forth in Section 4.7 of the American National Standards Institute's (ANSI) Code for Electricity Metering (1995 edition, approved June 12, 1995, published by the National Electrical Manufacturers Association, 1300 N. 17th Street, Suite 1847, Rosslyn, Virginia 22209). No later amendments or editions are incorporated.

f) The entity may refuse to install a meter or to serve a customer if, in the entity's judgement, the metering installation is hazardous or of such character that satisfactory service cannot be provided. In case of refusal, the entity shall inform the customer in writing of the reason for refusal to render service and shall notify within 24 hours by telephone or in person the customer and all other entities providing service to that customer.