**Section 460.440 Corrections and Adjustments for Meter Error**

a) Regardless of the source of inaccuracy in a customer's meter usage data, the MSP shall correct the data and provide corrected data for all affected billing periods to all entities billing the customer.

b) Whenever any test made by an MSP or by the Commission shows a meter to have an average error of more than 2%, a correction of the metering data shall be determined by the MSP and that correction shall be conveyed within 3 business days to the customer and to other entities involved in billing the customer.

c) When a meter is found to have an average error of more than 2%, the MSP shall determine the metering data correction using the actual percentage of error as determined by the test, not the difference between the allowable error and the error found as a result of a test.

d) If the meter is found to run faster than allowable, the MSP shall determine the correction to the metering data for that meter. In determining the correction it shall be presumed, unless demonstrated otherwise, that the inaccuracy has existed for a period of two years. This period of presumed inaccuracy shall not exceed the time for which records of the current customer's usage exist.

e) If the meter is found to be slower than allowable, the MSP shall determine the correction to the metering data for that meter. In determining the correction, it shall be presumed, unless demonstrated otherwise, that the inaccuracy has existed for a period of 1 year prior to the test for small commercial and residential customers and 2 years prior to the test for all other customers.

f) In the case of a non-registering meter that has been read during the period of non-registration, the MSP shall not determine a correction to metering data for estimated consumption extending over more than twice the regular interval between readings.

g) No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

h) Whenever an MSP or the Commission's representative finds that a service watt-hour meter, while in service, exhibits creep, the MSP shall make an estimate of the registration caused by the creep during the period as specified under subsection (c) and shall make a corresponding correction in the metering data.

i) Any correction to metering data made by the MSP and all records relating to the adjustment of the customer's billing or charges shall be retained for at least two years.

j) Provisions of this Subpart do not apply to situations in which the customer's wires, meters or other service equipment have been tampered with and the customer enjoyed the benefit of the tampering.