

Meter Accessibility

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Why is it important to provide safe access for 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. This may lead to a “catch-up” bill, or a higher than actual usage, requiring a larger payment.

What are customer responsibilities?

Customers have several responsibilities related to ensuring meter access. These include

- Confining pets indoors or chaining them away from the meter.
- Clearing tall grass, shrubs, vehicles, leaves, snow, icicles, or other obstacles that may hide or damage the meter.
- Unlocking your gate, providing the company with a key, or calling to arrange a reading time if your gate must remain locked.
- Arranging for an adult to be present when a meter inside your home is to be read. Any utility employee sent to read a meter in your home will have a picture ID. Don't be afraid to ask to see it!

What if a customer elects to read their 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 needs to obtain an actual meter reading of energy usage to verify



the 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 the one 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.

What if structural renovations are required?

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

Never place a meter under a deck or porch.

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