



# BRAINERD PUBLIC UTILITIES

8027 Highland Scenic Rd • P.O. Box 373 • Brainerd, Minnesota 56401  
*Business Office:* 218.829.8726 ■ *Repair Service:* 218.829.2193  
www.bpu.org

## Fee for Checking Readings and Test/Change Meters

BPU\_POL\_2007-12

Latest Revision/Effective Date: March 31, 2026

Original Adoption Date: October 30, 2007

### I. Purpose

This policy establishes consistent standards for customer billing practices to promote fairness and transparency related to testing of meters.

### II. Scope

This policy applies to any Brainerd Public Utilities (BPU) customer requesting tests of their meter reading.

### III. Definitions

**Customer:** The individual or entity listed on the utility account responsible for payment of services and authorized to request meter testing.

**Meter Accuracy Test:** A formal evaluation of a utility meter's performance conducted by a qualified third-party testing consultant contracted by BPU to determine whether the meter is registering usage within acceptable tolerance levels.

**Third-Party Testing Consultant:** An independent, qualified entity contracted by BPU to perform certified meter accuracy testing in accordance with applicable industry standards.

**Allowable Accuracy Range:** The acceptable variance for meter performance, defined as within plus or minus two (2) percent of actual usage.

**Over-Registration:** A condition in which a meter records usage greater than the actual consumption beyond the allowable accuracy range of two (2) percent.

**Under-Registration:** A condition in which a meter records actual usage within the allowable accuracy range of two (2) percent.

**Test Fee:** A charge assessed to the customer for conducting a meter accuracy test when the meter is determined to be operating within the allowable accuracy range.

**Billing Adjustment:** A proportional correction applied to a customer's bill when a meter is found to be inaccurate beyond the allowable range, in accordance with this policy.

**IV. Policy Statement**

In case there is doubt as to the accuracy of a meter on the part of the consumer, they may request the electric meter, or water meters up to one (1) inch be tested by 3rd party testing consultant contracted by Brainerd Public Utilities. If the meter is found to register within two (2) percent of being correct, a charge will be made for making the test. If the meter is found to measure two (2) percent incorrectly, no charge shall be made for making the test.

If the meter should be found to over-register more than two (2) percent, there shall be a proportional deduction made from the previous [months bill or as required by regulation](#). A meter shall be considered to register satisfactorily when it registers within two (2) percent of accuracy.

**V. Procedures**

A customer may request a meter accuracy test by contacting BPU for a specific service location. Upon receiving the request, BPU staff will review eligibility, including confirming the meter type and size, and inform the customer of applicable terms, including the potential for charges if the meter is found to be operating within the allowable accuracy range.

Once the request is confirmed, BPU will coordinate with a contracted third-party testing consultant to schedule and perform the meter accuracy test. The consultant will conduct the test in accordance with applicable industry standards and provide documented results indicating the meter's level of accuracy. BPU staff will review the results to determine whether the meter registers within the allowable accuracy range of plus or minus two (2) percent.

If the meter is found to register within two (2) percent of accuracy, a test fee will be charged in accordance with the BPU fee schedule. If the meter is determined to be inaccurate by more than two (2) percent, no test fee will be assessed. In cases where the meter is found to over-register by more than two (2) percent, BPU will apply a proportional adjustment to the customer's previous bill(s), based on available consumption data and staff determination. If the meter is found to under-register, no retroactive billing adjustment will be made unless otherwise required by applicable policy or regulation.

Following completion of the test and evaluation, BPU will notify the customer of the results, any applicable charges, and any billing adjustments. All documentation related to the request, testing, and outcomes will be retained in accordance with BPU record retention policies.

**VI. Roles and Responsibilities**

The Administrative Assistant/Dispatcher will receive the customer request and create a work order for the meter accuracy inquiry. The Meter Technician will review the request to confirm meter size and determine eligibility for testing in accordance with policy. The Administrative Assistant/Dispatcher or Billing Specialist will communicate with the customer regarding the request, including informing them of any potential applicable charges.

The Meter Technician will coordinate and oversee the meter accuracy test with the contracted third-party consultant, as applicable. Upon completion of the test, the Billing Specialist will calculate and apply any billing adjustments, subject to review and approval by the Business Office Supervisor.

**VII. Compliance and References**

Brainerd City Code.

**VIII. Associated Forms and Attachments**

None.

**IX. Review and Update Schedule**

This policy will be reviewed at the time City Code changes or as needed.

**X. Approval and Authority**

The Brainerd Public Utilities Commission approved this policy on March 31, 2026.