

## Chapter PSC 185

STANDARDS FOR WATER PUBLIC UTILITY  
SERVICE

PSC 185.11	Authorization for and application of rules	PSC 185.51	Requirement for good engineering practice
PSC 185.12	Definitions	PSC 185.52	Construction standards
PSC 185.13	General requirement	PSC 185.61	Meters
PSC 185.15	Free or discriminatory service prohibited	PSC 185.65	Accuracy requirements for customer meters
PSC 185.16	Protection of utility facilities	PSC 185.71	Meter testing facilities and equipment
PSC 185.17	Interference with public service structures	PSC 185.72	Calibration of meter testing equipment
PSC 185.18	Location of records	PSC 185.73	Testing of customer meters
PSC 185.19	Retention of records	PSC 185.74	Test flows
PSC 185.21	Schedules to be filed with the commission	PSC 185.75	Required tests of customer meters
PSC 185.22	Information available to customers	PSC 185.751	Alternate sample-testing plan for "before use" test for $\frac{1}{8}$ , $\frac{3}{8}$ and one inch meters.
PSC 185.31	Metered service	PSC 185.76	Periodic tests
PSC 185.32	Meter readings and billing periods	PSC 185.77	Complaint tests
PSC 185.33	Billing	PSC 185.78	Referee tests
PSC 185.35	Adjustment of bills	PSC 185.79	Testing of metering installations having remote registers
PSC 185.36	Deposits	PSC 185.795	Jumpering meter settings
PSC 185.37	Disconnection and refusal of service	PSC 185.81	Quality of water
PSC 185.38	Deferred payment agreement	PSC 185.815	Adequacy of water supply
PSC 185.39	Dispute procedures	PSC 185.82	Pressure standards
PSC 185.41	Employees authorized to enter customers' premises	PSC 185.83	Station meters
PSC 185.42	Customer complaints	PSC 185.84	Emergency operation
PSC 185.43	Construction records	PSC 185.85	System losses
PSC 185.44	Records and reports of service interruptions	PSC 185.86	Flushing mains
PSC 185.45	Pumpage records	PSC 185.87	Operation of distribution system valves and hydrants
PSC 185.46	Metering equipment records	PSC 185.88	Interruptions of service
PSC 185.47	Other records	PSC 185.89	Thawing frozen services

**History:** Chapter PSC 185 as it was in effect on May 31, 1972 was repealed, and a new chapter PSC 185 was created, Register, May, 1972, No. 197, effective June 1, 1972.

## Part 1. General

**PSC 185.11 Authorization for and application of rules.** (1) Wis. Adm. Code Chapter PSC 185 of the public service commission's departmental rules is part of the Wis. Adm. Code and constitutes a general order of the public service commission, the issuance of which is authorized by sections 227.014, 196.02, 196.06, 196.12, 196.15, 196.16, 196.17, 196.19, 196.37, Wis. Stats.

(2) The rules making up Wis. Adm. Code chapter PSC 185 are designed to effectuate and implement sections 196.02, 196.03, 196.06, 196.12, 196.15, 196.16, 196.17, 196.19, 196.21, 196.22, 196.60, 196.62, 196.72 and parts of other sections of the Wisconsin statutes.

(3) The requirements of Wis. Adm. Code chapter PSC 185 shall be observed by all water public utilities except insofar as an exemption may be given by the commission as hereinafter mentioned. Nothing herein shall preclude special and individual consideration being given to exceptional or unusual situations and, upon due investigation of the

facts and circumstances therein involved, the adoption of requirements as to individual utilities or services which shall be lesser, greater, other, or different than those provided in these rules and regulations.

(4) The manner of enforcing the rules in Wis. Adm. Code chapter PSC 185 is prescribed in section 196.66, Wis. Stats., and such other means as provided in statutory sections administered by the public service commission.

(5) In case of emergency, where public interest requires immediate action without waiting for compliance with the specific terms of these rules, the rules shall not prevent immediate corrective action by the utility, which action, however, shall be subject to review by the public service commission.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.12 Definitions.** The following terms as used in this chapter mean:

- (1) "Commission"—public service commission.
- (2) "Customer"—any person, owner or occupant, firm, partnership, corporation, municipality, cooperative organization, governmental agency, political entity, etc., provided with water service by any water public utility.
- (3) "Meter"—an instrument installed to measure the volume and/or rate of flow of water delivered through it.
- (4) "Percent registration"—the ratio of the meter registration divided by the actual volume or rate of flow, stated in percent. Stated more simply for domestic (volumetric) meters, this is the percent of the water delivered through a meter which the meter actually registers.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.13 General requirement.** Every utility shall furnish reasonably adequate service and facilities at the rates filed with the commission and subject to these rules and the rules of the utility (on file with the commission) applicable thereto and not otherwise.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.15 Free or discriminatory service prohibited.** (1) No utility shall provide water service free or at a rate different than provided for in its rates. (See sections 196.62 and 196.63, Wis. Stats.) Such prohibition shall include, among others, water service for all non-utility municipal purposes such as street and sewer flushing and service to non-utility public buildings.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.16 Protection of utility facilities.** A water public utility upon receipt of written notice as required by section 66.047 (2), Wis. Stats., from the property owner or from a contractor of work which may affect its facilities used for serving the public:

- (1) Shall investigate and decide what action, if any, must reasonably be taken to protect or alter utility facilities, in order to protect service to the public and to avoid unnecessary damage, such as identifying in a suitable manner the location of any underground utility facilities which may be affected by the work.

Register, November, 1977, No. 263

(3) Compound meters. For each test it shall be determined whether or not the by-pass unit operates at the minimum test flow and, in addition, the percent registration shall be determined at each of the following test flows as determined from accuracy curves for the particular type and size of meter:

(a) The flow for maximum registration of the by-pass unit.

(b) A flow near the point of minimum registration within the "change-over" range.

(c) At least 3 flows within the normal test flow limits of the current unit, one of which is to be at the flow for maximum registration, one at approximately 50% of such flow but above the "change-over" range, and one at as high a flow as practicable.

(4) Current meters. For each test the percent registration shall be determined at each of the following test flows:

(a) The minimum test flow.

(b) At least 3 flows within the normal test flow limits, one of which is to be at or near the lower limit, another as near as practicable to the upper limit, and one at an intermediate flow rate.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.75 Required tests of customer meters.** Meters shall be tested by the utility at the following times:

(1) Before use (new or rebuilt meters) or sample tested in accordance with PSC 185.75L.

(2) Periodically to insure accuracy. (See Wis. Adm. Code section PSC 185.76.)

(3) Upon customer request or complaint. (See Wis. Adm. Code section PSC 185.77.)

(4) When damaged or otherwise suspected of being inaccurate.

(5) Upon removal.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72; am. (1), Register, November, 1977, No. 263, eff. 12-1-77.

**PSC 185.751 Alternate sample-testing plan for "before use" test for 5/8, 3/4-, and 1-inch meters.**

(1) This sample testing plan may be used only when the supplier tests and furnishes a test report for each new or remanufactured meter.

(2) Meters as received from the supplier shall be divided into lots of 36 or less. Each lot shall consist of meters of the same make, type and size.

(3) A random-selected sample of four meters from each lot shall be selected and tested.

(4) If any of the tested meters in a given lot fail to meet the accuracy requirements of PSC 185.65(2) for new meters, either the entire lot shall be rejected or the utility shall test all meters in the lot, rejecting or correcting those found to be inaccurate.

Register, November, 1977, No. 263

(5) Records shall be maintained showing the identification numbers of all meters in each lot and the test results for the meters tested.

History: Cr. Register, November, 1977, No. 263, eff. 12-1-77.

**PSC 185.76 Periodic tests.** (1) Customer meters shall be tested as frequently as is necessary to maintain their accuracies within requirements set forth in Wis. Adm. Code section PSC 185.65. Unless otherwise authorized by the commission, each utility shall observe a test schedule such that the intervals between tests do not exceed the following:

Meter Test Intervals

Meter Size—In.	Test Interval—Yr.
$\frac{3}{8}$ , $\frac{1}{4}$ , 1	8
1 $\frac{1}{2}$ and 2	4
3 and 4	2
6 and over	1

(2) Where local water conditions are such that meters will not retain the required accuracy for the periods indicated, appropriate shorter test intervals shall be observed and may be specifically required by the commission.

(3) Where local water conditions permit and with specific commission approval, the test interval for  $\frac{3}{8}$ - $\frac{1}{4}$ - and 1-inch meters may be extended to 10 years. This contemplates that the utility will demonstrate that the accuracy of its meters will be retained for such period.

(4) For 3-inch and 4-inch meters the above test interval may be extended to 4 years where it is the practice of the utility to remove the meter to a test shop at time of test, open the case, and perform such maintenance and repair as may be indicated.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.77 Complaint tests.** Each utility shall promptly make an accuracy test without charge of any metering installation upon request of the customer if 24 months or more have elapsed since the last complaint test of the meter in the same location, and for a charge of \$2 per inch of nominal size or fraction thereof, payable in advance, if less than 24 months have elapsed. Said amount shall be refunded if the test shows the meter to be over-registering by more than 2%. A report giving the results of such test shall be made to the customer and the complete, original test record shall be kept on file in the office of the utility. The test shall be made in the presence of the customer if he desires. (See also Wis. Adm. Code PSC 185.35, Adjustment of bills.)

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.78 Referee tests.** Any customer may have an official test of his meter made by the commission upon request, accompanied by a deposit of a meter-test fee of \$4 per inch of nominal size or fraction thereof, and upon payment of meter transportation expense, if any. In such case, the meter test fee deposited by the customer will be refunded to him by the utility if the test shows the meter to have an

Register, November, 1977, No. 263

average percent registration of more than 102 for a positive displacement meter or 103 for a compound meter.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.79 Testing of metering installations having remote registers.** (1) The remote register unit shall be tested each time the associated meter is tested.

(2) The test of these metering installations shall be sufficiently complete to demonstrate that the accuracy of the complete meter-register combination meets the accuracy requirements of Wis. Adm. Code section PSC 185.65.

(3) Metering installation with pulse-driven remote register unit. The test of such installation shall include the following:

(a) The complete test of the metering unit at all prescribed test flows (using a substitute register if necessary).

(b) A test of the generator to assure that it sends out a pulse for the prescribed volume of water or number of disc rotations.

(c) A test of the wiring and remote register unit to assure that the pulses are properly received and recorded by the remote register. Where the reading of the remote register continues to agree with the reading of the register in the meter head this requirement shall be considered to be complied with.

History: Cr. Register, May, 1972, No. 197, eff. 6-1-72.

**PSC 185.795 Jumpering meter settings.** Under certain abnormal conditions, a dangerous voltage may appear across the meter setting when the water line is electrically opened as by removal of the meter. Before a water meter is removed (or the interior piping leading to the service otherwise opened) an appropriate electrical jumper should be connected across the meter setting or proposed opening in the

**Next page is numbered 395**