

**PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1325 G STREET, N.W., SUITE 800
WASHINGTON, D.C. 20005**

ORDER

May 21, 2020

**RM3-2018-01, IN THE MATTER OF THE INVESTIGATION INTO THE PUBLIC
SERVICE COMMISSION'S RULES GOVERNING ENERGY METER
LOCATIONS, Order No. 20351**

I. INTRODUCTION

1. By this Order, the Public Service Commission of the District of Columbia (“Commission”) adopts final amendments to Sections 301 and 399 of Chapter 3 (Consumer Rights and Responsibilities) of Title 15 of the District of Columbia Municipal Regulations. The final rules in Attachment A shall become effective upon publication of the Notice of Final Rulemaking in the *D.C. Register*.

II. BACKGROUND

2. On March 9, 2018, the Commission published a Notice of Proposed Rulemaking (“NOPR”) amending Sections 301 and 399 of Chapter 3 of its rules to clarify the requirements for the location, relocation, and replacement of energy meters and to add and define five related terms.¹ Specifically, the amended sections 301.1 to 301.9 prescribe the specific location of the gas and electric meters, require notice to the customers, designate placement of meters on private and public space, and require utilities to incorporate some of the proposed revisions into their tariffs. Subsection 301.1 includes requirements for electric and gas meters, while subsection 301.10 provides specific safety requirements for the installation of natural gas equipment. Washington Gas Light Company (“WGL”) and the Potomac Electric Power Company (“Pepco”) filed comments on the first NOPR and the Office of the People’s Counsel for the District of Columbia (“OPC”) submitted reply comments to WGL’s filing.²

3. On December 27, 2019, the Commission published a second NOPR amending the first NOPR in response to WGL’s January 2, 2019, merger Commitment No.

¹ 65 *D.C. Reg.* 2477-2482 (March 9, 2018).

² *RM3-2018-01, In the Matter of the Investigation Into The Public Service Commission’s Rules Governing Energy Meter Relocations* (“RM3-2018-01”), Washington Gas Light Company’s Comments on Proposed Revised Regulations Governing Energy Meter Locations (“WGL’s April 9, 2018, Comments”), filed April 9, 2018; Potomac Electric Power Company’s Comments Regarding the Notice of Proposed Rulemaking (“Pepco’s April 20, 2018, Comments”), filed April 20, 2018; Office of the People’s Counsel’s Reply Comments to WGL’s Initial Comments (“OPC’s April 24, 2018, Comments”), filed April 24, 2018.

70 filing.³ Commitment 70 required WGL to develop protocols for meter relocation from inside a customer's residence to the outside. WGL filed comments on the second NOPR on January 27, 2020.⁴ On March 6, 2020, the Commission published a third NOPR, amending subsections 301.2, and subsection 399.1 in response to WGL's comments.⁵ On April 4, 2020, Pepco filed comments on the third NOPR, suggesting non-substantive grammatical edits to subsections 301.1(d) and 301.1(e), related solely to electric meters.⁶

III. NOPRs OVERVIEW AND COMMENTS

4. Section 301 of Chapter 3 prescribes the Commission's rules related to the location of electric and natural gas meters and related equipment and addresses the location of outdoor meters; replacement of electric meters due to modifications of the service equipment and allocation of the associated costs; relocation of meters due to installation of new natural gas or electric service lines and allocation of associated expenses; and the customers' obligation to grant access to the meter for maintenance.

5. WGL's accelerated pipe replacement program known as *Projectpipes* has resulted in the relocation of individual gas meters and associated equipment from indoor premises to outdoors, thus prompting the Commission to examine our rules to ensure the natural gas meter removal and replacement of energy meters are performed in a safe and proper manner, adhere to all District's regulations, and the process is appropriately communicated to customers. Although most of the meter relocations and replacements taking place in the District involve gas meters, we proposed comparable amendments for electric meters to ensure uniformity in our rules.

A. First NOPR

6. The first NOPR amended Section 301 to prescribe new guidelines for the location, relocation and replacement of natural gas and electric meters. Specifically,

- a. Subsection 301.1 replaced the existing subsection 301.2, which addresses the circumstances under which electric customers will not be responsible for the replacement cost of an electric meter;

³ 65 D.C. Reg. 016587-016592 (December 27, 2019) ("Second NOPR"); *Formal Case No. 1142, In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc.* ("Formal Case No. 1141"), Washington Gas Light Company, Commitment No. 70 Compliance Filing, filed January 2, 2019.

⁴ *RM3-2018-01*, Washington Gas Light Company's Comments on Second Notice of Proposed Rulemaking ("WGL's January 27, 2020 Comments"), filed January 27, 2020.

⁵ 67 D.C. Reg. 2608-2613 (March 6, 2020).

⁶ *RM3-2018-01*, Potomac Electric Power Company's Comments on the Notice of Third Proposed Rulemaking ("Pepco's April 4, 2020, Comments"), filed April 4, 2020.

- b. Subsection 301.2 replaced and enhanced the existing subsection 301.3, which addresses the circumstances under which natural gas customers will not be responsible for the replacement cost of a gas meter;
- c. Subsection 301.3 replaced the existing subsection 301.4, which addresses the customer's obligation to grant access to a gas or electric meter;
- d. Subsection 301.4 of the first NOPR replaced the requirement of the existing rule 301.1. and outlined some of the rights and obligations of the electric and natural gas utility. The subsection explained that unless otherwise allowed in Section 301, electric and gas meters and gas service regulators shall be located outdoors but the utilities maintain discretion in determining the location of indoor or outdoor meters and regulators, subject to the provisions of the applicable state and federal laws and regulations;
- e. Subsections 301.5 and 301.6 established requirements for written communication and a 30-day notice to the customers and building owners when a meter replacement or relocation is scheduled. Emergencies were exempt from the requirements of these two subsections;
- f. Subsection 301.7 proposed a new requirement that utilities installing meters at multiple locations on a premise install meters in a meter bank, and if a meter bank is not possible, provide a tag or otherwise indicate that there are multiple locations;
- g. Subsection 301.8 addressed situations where the exterior meters, gas service regulators, and shut-off valves cannot be installed on the private property in front of a building and required the utilities to employ best efforts to install the equipment by the secondary façades, not front façades, of the building;
- h. Subsection 301.9 required the natural gas and electric utilities to establish provisions in their tariffs addressing compliance with the meter location, relocation and replacement requirements set forth in Section 301, including, but not limited to, maintenance and inspection of electric and gas meters, and any customer-related costs for meter location, relocation and replacement;
- i. Subsection 301.10 applied to natural gas meters and equipment only and proposed specific safety requirements for installing natural gas meters indoors and outdoors, including communicating to the customers any safety measures they need to adhere to, and requiring the natural gas

utility to inspect meters installed indoors at multi-family buildings or residential rowhouses at two-year intervals; and

- j. The first NOPR also amended subsection 399.1 (definitions) adding definitions of five new terms - distribution line, main line, gas service regulator, shut-off valve, and meter bank.⁷ These terms were used in the new subsections proposed in the NOPR.

a) Washington Gas Light Company's Comments

7. WGL supported many of the proposed provisions in the first NOPR because they were consistent with its current practices, but nevertheless suggested several revisions. Specifically, for the 301.3 requirement that the customer grant the utility access to the meter, WGL explained that for rental properties it may have to obtain access from the landlord, rather than the customer, to move meters or discontinue service. Because relocation of a gas meter may require additional piping to connect the service line to the relocated meter, WGL suggested the rules clarify that customers are responsible for paying these associated costs.⁸

8. With respect to the proposed subsections 301.5 and 301.6, WGL recommended that the proposed 30-day customer notice for meter relocation or replacement be shortened to 15 days to accommodate the utility's need to access the premises and develop a work plan prior to communicating with the customer. In addition, WGL recommended that customers be required to forward the written notice to the owner of the building.⁹ WGL also recommended that subsection 305.8 be amended to preclude the placement of equipment, including meters, on the principal street façades, only to the extent practical instead of precluding this type of installation under all circumstances.

9. WGL proposed clarifying language for Section 301.10 (d), to recognize the requirements of the District's building codes and WGL's Operations & Maintenance Manual. WGL also recommended that Section 301.10 (f) clarify that WGL should only be responsible for coating its gas piping and not any downstream piping. The proposed subsection 301.10 (g) established four (4) conditions under which placement of gas meters indoors could be considered. WGL suggested that only one of the four conditions must exist when considering whether to place a gas meter indoors.¹⁰

⁷ 65 D.C. Reg. 2477-2482 (March 9, 2018).

⁸ RM3-2018-01, WGL's April 9, 2018, Comments at 1-3.

⁹ RM3-2018-01, WGL's April 9, 2018, Comments at 2-3.

¹⁰ RM3-2018-01, WGL's April 9, 2018, Comments at 4-5.

b) Potomac Electric Power Company's First NOPR Comments

10. Pepco submitted comments on subsections 301.2, 301.5, 301.7, and 301.8. The proposed subsection 301.2 prescribed that meter relocation at the request of the customer would be at the customer's expense.¹¹ Pepco recommended that the Commission either clarify which rules and laws applied in this situation or retain the language of the existing rule 301.3, which states that meter relocation and house piping costs incurred for the convenience of the customer shall be at the customer's expense. Pepco opposed the adoption of section 301.5, requiring a 30-day written notice to the customer. In the event the rule was adopted, Pepco requested that the rule clarify that the equipment referenced pertains to equipment physically located on the customer's property. Pepco also suggested that "routine work" should be exempt from the 30-day notice requirement and there should be an exception for customer or contractor-driven projects.

11. Pepco opposed the proposed subsection 301.7 requirement that meters be installed in meter banks if meters are required in multiple locations on the same premise. Pepco indicated this requirement imposes a compliance obligation on the utility for a matter not entirely within its control because it is often the building owner, contractor or customer who determines, along with Pepco, the location of the meter on a customer's premise. Pepco suggested eliminating the proposed "front façade" language in subsection 301.8 because it would create difficulties for Pepco's employees to access equipment and meters located by the rear or on secondary façades.¹²

c) Office of the People's Counsel's Comments

12. OPC opposed WGL's proposed changes to subsections 301.5, 301.8 and 301.10. OPC argued that the 30-day notice requirement in subsection 301.5 is a reasonable period for the utility to give notice to a customer/landlord and the customer should not be made responsible for notifying the owner of any WGL projects associated with the property. Regarding subsection 301.8, OPC recommended that the customer be given a notice of a relocation of a meter via a door notice, a location flag, or both, and where the customer objects to the proposed location, the customer should be given an opportunity to discuss the proposed location with a WGL representative within a reasonable period before work commences. Finally, for subsection 301.10(d)(3), OPC agreed with WGL that all installations should be up to code but requested that the building codes referenced generally by WGL should be specifically identified.¹³

¹¹ 65 D.C. Reg. 2477-2482 (March 9, 2018).

¹² RM3-2018-01, Pepco's April 20, 2018, Comments.

¹³ RM3-2018-01, OPC's April 24, 2018, Comments.

B. Second NOPR

13. On December 27, 2019, the Commission issued a second NOPR reflecting changes recommended in the comments received on the first NOPR, as well as information and protocols from WGL's merger Commitment No. 70 compliance filing.¹⁴ For clarity, Section 301 was divided into two subsections – 301.1 and 301.2, and each subsection addressed separately electric meters and gas meters. WGL's Commitment No. 70 filing rendered WGL's April 9, 2018, comments partially obsolete. However, WGL's meter relocation protocols developed in connection with Commitment No. 70 addressed in detail WGL's practice for relocating gas meters. Based on this new information, the Commission proposed a Second NOPR as follows:

- a. Subsections 301.1(a) through 301.1(f) addressed exclusively electric meters. Subsection 301.1(a) reiterated the Commissions' proposal from the first NOPR that electric meters shall be located outdoors, whenever possible, unless the relocation would result in an unsafe condition;
- b. Subsection 301.1(b) addressed allocation of the replacement costs in the event of a replacement of electric meter installation. The proposed language was consistent with the first NOPR, generally explaining that the meter shall be relocated at no expense of the customer, unless the relocation is for the convenience of the customer. Subsection 301.1 (c) was also consistent with the prior NOPR and existing regulations, requiring the customer to grant access to the meter;

¹⁴ *Formal Case No. 1142*, Order No. 19396, Appendix A, page 26, rel. June 29, 2018. *See also* Washington Gas Light Company, Commitment No. 70 Compliance Filing, filed January 2, 2019. Commitment No. 70 states:

No later than six months following Merger Close, Washington Gas shall develop protocols for meter relocations from inside a customer's residence to the outside—including policies concerning the aesthetics of such infrastructure in both historic and non-historic districts and a customer notice and communications plan for its meter relocation practices, including policies concerning the aesthetics of such infrastructure in both historic and non-historic districts—for review and approval by a multi-stakeholder working group, including the Office of the People's Counsel. Washington Gas shall also submit with the Commission (for review and comment of the Office of the People's Counsel and all interested parties) the list of factors (if any) it is using to determine whether moving a meter from inside a home to the outside is appropriate; and the criteria to be applied and measures to be taken by Washington Gas and its contractors to mitigate damage to the aesthetics of ratepayers' property. Washington Gas shall conduct all meter relocation work in historic districts in the District of Columbia in accordance with the most up-to-date District of Columbia Historic Preservation Office guidelines and the most stringent federal safety and historic preservation requirements. Unless the Commission rules otherwise in the future, Washington Gas shall not recover meter relocation costs through the surcharge mechanism related to its accelerated pipeline replacement program and shall affirm, in all accelerated pipeline replacement program surcharge and financial reconciliation filings, that no meter relocation costs have been recovered through the accelerated pipeline replacement program surcharges.

- c. Subsection 301.1(d) shortened the notice period to inform customers of potential relocation or replacement of their electric meter from 30 days to 15 days, as suggested by WGL's and Pepco's comments. The content requirements of the customer's notice included in 301.1(e) remained unchanged from the first NOPR;
- d. Subsection 301.1 (f) was also consistent with the first NOPR in that it required the electric utility to develop and implement detailed protocols for determining the location of electric meters, consistent with the proposed rules, and inform its customers of these protocols;
- e. Subsections 301.2 (a) through (m) addressed natural gas meters and equipment and were largely consistent with the first NOPR, WGL's protocols for meter relocations from inside a customer's residence to the outside developed in connection to WGL's Commitment No. 70, as well as with the requirements in 301.1 applicable to electric meters. Subsection 301.2(a) required that gas meter shall be located outdoors, unless the relocation will result in an unsafe condition, and natural gas service regulators shall be located outdoors;
- f. Subsections 301.2(b) to (e) mirrored the requirements for electric meters listed in 301.1(b) to (e), as explained above;
- g. Subsection 301.2(f) required the gas utility to consider the requirements of all applicable laws and regulations when determining the location of indoor or outdoor equipment;
- h. Subsection 301.2(g) mandated that the utility shall employ best efforts to avoid installing natural gas equipment on the principal street façades and to preserve the integrity and appearance of the building. As proposed, subsection 301.2(g) was only applicable to gas meters and required the gas utility to employ best efforts, instead of completely prohibiting installation of equipment at the principal façade of buildings;
- i. Subsection 301.2(h) required the gas utility to take certain actions when installing meters, natural gas service regulators, shut-off valves or other gas equipment outdoors. These actions were consistent with WGL's protocols for relocating and replacing meters and equipment developed pursuant to Commitment No. 70. For example, under 301.2(h)(8), the utility is required to determine the location of gas service regulators outdoors, when safe to do so, or otherwise locate them indoors as near as practicable to the point where the natural gas service line enters the building;

- j. Subsection 301.2(i) closely tracks some of the language in WGL's protocols from Commitment No. 70, which WGL has already implemented. The subsection explains that the utility may locate the gas meter and associated piping up to five (5) feet in length from the utility's preferred installation location at no cost to the customer. However, installation further than (5) feet in length from the utility's preferred installation location will be the responsibility of the customer;
- k. Consistent with the first NOPR, subsection 301.2(j) delineated the circumstances under which placement of a gas meter shall be considered, while subsection 301.2 (k) outlined the safety measures necessary when a gas meter is installed indoors;
- l. Subsection 301.2(l) imposed an additional requirement to the gas utility to inspect every two years all gas meters, service regulators, and shut-off valves installed indoors at multi-family buildings, commercial buildings, or multiple connected residential dwellings;
- m. Subsection 301.2(m) mirrored subsection 301.1(f) for electric meters and required the gas utility to develop protocols for determining the location of the meters;
- n. Subsection 301.7 of the first NOPR, which mandated that electric and natural gas meters installed at multiple locations on a premise shall be in a meter bank, and if not possible, tagged, was eliminated from the second NOPR based on the comments received from WGL and Pepco; and
- o. Finally, the Commission added five (5) definitions in Section 399.¹⁵

a) Washington Gas Light Company's Comments

14. WGL agreed that many of the proposed Second NOPR revisions are consistent with its current practices and procedures but recommended three revisions. WGL highlights a conflict between the requirements of subsection 301.2 (a) and subsections 301.2 (f) and 301.2 (h)(2) related to the location of outdoors natural gas service regulators.¹⁶ Specifically, 301.2 (a) requires all-natural gas service regulators to be located outdoors, while 301.2 (h)(8) allow the utility to place the natural gas service regulators indoors under certain circumstances. WGL suggested modifying the language in subsection 301.2(b) to clarify that when natural gas equipment located outside does not

¹⁵ *RM3-2018-01*, Second NOPR.

¹⁶ *RM3-2018-01*, WGL's January 27, 2020 Comments at 1.

meet the requirements of 301.2(f), the relocation costs shall be at the customer's expense and calculated in accordance with the gas utility's approved tariff for this service.¹⁷

15. WGL suggested adding a fifth criteria in subsection 301.2 (j) to cover circumstances when installation of natural gas equipment does not meet the requirements of subsection 301.2(f). WGL proposes that any section that references just one piece of equipment (*i.e.*, a regulator or meter) should be changed and refer to the general term natural gas equipment.¹⁸

16. Based on WGL's comments, the Commission published a third NOPR on March 6, 2020. The third NOPR revised subsection 301.2(a) to eliminate the inconsistency with 301.2 (h)(8) and clarified that natural gas regulators should be placed outdoors unless the placement compromises safety or is otherwise allowed by 301.2. Further, the Commission added a definition of "natural gas equipment" encompassing various pieces of specific gas equipment.

17. On April 4, 2020, Pepco proposed revising subsection 301.1(d) and 301.1(e), substituting the phrase "electric equipment" with "electric Meters." The Commission incorporated Pepco's suggestions into its Notice of Final Rulemaking ("NOFR"). No other amendments have been adopted into the NOFR.

IV. DECISION

18. The Commission believes that the final modifications to Sections 301 and 399 of Chapter 3 of its rules clarify the requirements for the location, relocation and replacement of energy meters. Specifically, subsection 301.1 clarifies the acceptable location of meters, adopts requirements for the electric utility to provide notice to customers prior to initiating scheduled work, explains the allocation of all costs among the customer and the utility in various circumstances, and among other things, requires the utility to develop protocols for determining the location of electric meters.

19. Similarly, subsection 301.2 provides more details for the location and replacement of natural gas meters, which are currently being conducted under WGL's Project *pipes* accelerated pipeline replacement program. The final rules ensure the energy meter removal and replacement process is safe, adhere to all District of Columbia's regulations, and is compatible with the District's historic preservation rules and protocol. In addition, consistent with section 301.1 rules applicable to electric meters, subsection 301.2 sets appropriate guidelines for the location of natural gas meters, adopts requirements for the gas utility to provide notice to customers prior to initiating relocation or replacement work, and explains the allocation of the associated costs. While Pepco and WGL already

¹⁷ RM3-2018-01, WGL's January 27, 2020 Comments at 2.

¹⁸ RM3-2018-01, WGL's January 27, 2020, Comments at 2.

have practices similar to these outlined in the adopted rules, the rules also offer clarity to the customers with respect to their rights and obligations in the process.

20. Moreover, the final rules reflect modifications suggested by WGL and its compliance protocols developed in connection with its merger Commitment No. 70. Therefore, the Commission hereby adopts final amendments to Section 301 and 399 as contained in Attachment A. The amendments shall become effective upon publication of the NOFR in the D.C. Register.

THEREFORE, IT IS ORDERED THAT:

21. The proposed final amendments to Sections 301 and 399 of Chapter 3 of Title 15 of the District of Columbia Municipal Regulations, contained in Attachment A, are **ADOPTED** and shall become effective upon publication of a Notice of Final Rulemaking in the *D.C. Register*.

A TRUE COPY:

BY DIRECTION OF THE COMMISSION:

A handwritten signature in black ink, reading "Brinda Westbrook-Sedgwick". The signature is written in a cursive, flowing style.

CHIEF CLERK:

**BRINDA WESTBROOK-SEDGWICK
COMMISSION SECRETARY**

Section 301, Chapter 3, CONSUMER RIGHTS AND RESPONSIBILITIES, of Title 15, PUBLIC UTILITIES AND CABLE TELEVISION, is amended to read as follows:

301 LOCATION OF ENERGY SERVICE METERS AND RELATED EQUIPMENT

301.1 Electric Meters and Equipment

- (a) Electric Meters shall be located outdoors whenever possible unless the relocation of the Meter will result in an unsafe condition.
- (b) When an indoor electric Meter installation is replaced due to modifications in electric service equipment by the Electric Utility, the electric Meter shall be relocated outdoors at no expense to the Customer. If the electric Meter relocation is for the convenience of the Customer, it shall be at the Customer's expense and calculated in accordance with the Electric Utility's approved Tariff for this service. The cost of connecting the Meter to the Customer's electric service panel shall remain with the Customer.
- (c) Customers must grant access to the electric Meter for maintenance or service Disconnection within the provisions of subsection 310.1. If a Customer refuses to grant access, the utility may relocate the electric Meter to an accessible location and the Customer shall bear the relocation cost.
- (d) The Electric Utility shall provide Customers with a fifteen (15) day notice prior to replacing or relocating electric Meters located on the Customer's premise or property. No such notice is required in emergencies.
- (e) The notice required by Section 301.1(d) shall inform the Customer that the Electric Utility proposes to relocate or replace the electric Meter, the planned new location, and how to contact the Electric Utility to provide supplemental information, such as the building's historic status or any private property line limitations. The notice shall include contact information for the Commission and OPC.
- (f) The Electric Utility shall develop and implement detailed protocols for determining the location of electric Meters, consistent with these rules, and shall inform Customers of these protocols.

301.2 Gas Meters and Natural Gas Equipment

- (a) Gas Meters, Natural Gas Service Regulators, and Natural Gas Equipment shall be located outdoors whenever possible unless the relocation will result in an unsafe condition or as otherwise authorized by Section 301.2.
- (b) When new Natural Gas Service Lines are installed, or existing ones are replaced, gas Meters shall be placed outdoors at no expense to the Customer. If the gas Meter relocation is for the convenience of the Customer, it shall be at the Customer's expense

Attachment A, Order No. 20351

and calculated in accordance with the Natural Gas Utility's approved Tariff for this service.

- (c) Customers must grant access to the gas Meter for maintenance or service Disconnection within the provisions of subsection 310.1. If a Customer refuses to grant access, the utility may relocate the gas Meter to an accessible location and the Customer shall bear the relocation cost.
- (d) The Natural Gas Utility shall provide Customers with a fifteen (15) day notice prior to replacing or relocating Natural Gas Equipment located on the Customer's premise or property. No such notice is required in emergencies.
- (e) The notice required by Section 301.2(d) shall inform the Customer of the Natural Gas Equipment that the Natural Gas Utility proposes to replace or relocate, the planned new location, and how to contact the Natural Gas Utility to provide supplemental information, such as the building's historic status or any private property line limitations. The notice shall include contact information for the Commission and OPC.
- (f) The Natural Gas Utility shall determine the location of indoor or outdoor Natural Gas Equipment, subject to the provisions of this Section, all applicable pipeline safety industry practices, federal and District of Columbia laws and regulations, including the Design Guideline for Utility Meters issued by the District of Columbia Historic Preservation Review Board, and any applicable District laws and regulations.
- (g) Where exterior gas Meters, Natural Gas Service Regulators, Shut-Off Valves or other Natural Gas Equipment cannot be installed in front of the Customer's premises, the Natural Gas Utility, after consultation with the Customer, shall employ best efforts to avoid installing Natural Gas Equipment on the principal street façades (of building/dwelling) and to place the Natural Gas Equipment to the rear and secondary façades (side of building/dwelling) of the Customer's premises. If it is necessary and safe to place a gas Meter on a rear or secondary façade (side of building/dwelling) wall, the Natural Gas Utility shall select a location that provides reasonable access to the gas Meter. The Natural Gas Utility shall employ best efforts to preserve the integrity and appearance of the building and its façades.
- (h) When installing gas Meters, Natural Gas Service Regulators, Shut-Off Valves or other Natural Gas Equipment outdoors, the Natural Gas Utility shall:
 - (1) Locate all Shut-Off Valves outdoors in a readily accessible location;
 - (2) Consider the potential damage to the Natural Gas Equipment;
 - (3) Select a location that accommodates access to gas Meter reading, inspection, repairs, testing, and safe changing and operation of the natural gas Shut-Off Valves, and service Disconnections;

Attachment A, Order No. 20351

- (4) Consider an outdoor location consistent with the adjoining buildings and Natural Gas Equipment locations;
 - (5) Consider, to the extent feasible and safe, locating the Natural Gas Equipment behind existing landscaping to make it least visible from the street;
 - (6) Consult with Customers prior to conducting outdoor gas Meter relocation or replacement on the potential impact of the building's aesthetics;
 - (7) When safe to do so, install outdoor gas Meters and Natural Gas Service Regulators above ground in a protected location adjacent to the building served, and as close as possible to the point where the Natural Gas Service Line connects to the Natural Gas Main Line;
 - (8) Determine the location of Natural Gas Service Regulators outdoors, when safe to do so. Otherwise, Natural Gas Service Regulators shall be located indoors as near as practicable to the point where the Natural Gas Service Line enters the building and shall be vented to the outside;
 - (9) Avoid placing Natural Gas Equipment in front of windows or other building openings that may directly obstruct emergency fire exits and building entryways; and
 - (10) Place Natural Gas Equipment under exterior stairways only when deemed safe by the Natural Gas Utility and when no other safe location is available.
- (i) At the Customer's request and only when deemed safe to do so, the Natural Gas Utility may locate the gas Meter and associated gas piping up to five (5) feet in length from the Natural Gas Utility's preferred installation location at no cost to the Customer. If a Customer requests an installation location that is safe to complete but is further than five (5) feet in length from the Natural Gas Utility's preferred installation location, then the Customer shall be responsible for the costs associated with the additional piping beyond five (5) feet from the Natural Gas Utility's preferred location to the location selected by the Customer. The cost shall be calculated in accordance with the Commission-approved Tariff for this service.
 - (j) The placement of gas Meters indoors shall be considered only when one or more of these circumstances are present:
 - (1) The Natural Gas Service Line pressure is less than ten (10) pounds per square inch gauge;
 - (2) The gas Meter could not be installed safely on the private property surrounding the building and would have to be placed in an area that would violate traffic laws or interfere with the public right-of-way;

Attachment A, Order No. 20351

- (3) A Natural Gas Utility determines that a gas Meter and associated Natural Gas equipment is subject to a high risk of damage based on the Natural Gas Utility's prior experience; and
 - (4) Protection from ambient temperatures is necessary to avoid gas Meter freeze-ups, flooding or icing, or other extreme weather conditions that could impact the safe and accurate operation of the gas Meter.
- (k) If gas Meters are placed indoors, the Natural Gas Utility shall ensure:
- (1) Indoor gas Meters shall be supported in such a manner as to be as free as possible from damage that will render them unsafe or inaccurate;
 - (2) Gas Meters are located in a ventilated place not less than three (3) feet away from a source of ignition or source of heat which may damage the gas Meter; and
 - (3) The Customer is informed in writing of any safety measures that the Customer needs to adhere to, including but not limited to, ventilation requirements and proximity of ignition source or heat to the gas Meter and Natural Gas Equipment.
- (l) All gas Meters, Natural Gas Service Regulators, Shut-Off Valves, and Natural Gas Equipment installed indoors at multi-family buildings, commercial buildings, or multiple connected residential dwellings shall be inspected by the Natural Gas Utility at intervals not exceeding twenty-seven (27) months, but at least once every two (2) calendar years, beginning July 1, 2020.
- (m) The Natural Gas Utility shall develop and implement detailed protocols for determining the location of Natural Gas Equipment, consistent with these rules, and shall inform Customers of these protocols.

...

399 DEFINITIONS, is amended to add the following definitions:

399.1 When used in this chapter, the following terms and phrases shall have the meaning ascribed:

Natural Gas Service Regulator: the device on a service line that controls the pressure of natural gas delivered from a higher pressure to the pressure provided to the Customer. A service regulator may serve one Customer or multiple Customers through a gas Meter header or manifold.

Natural Gas Main Line: a distribution line that serves as a common source of supply for more than one service line.

Natural Gas Service Line: a distribution line that transports gas from a common source of supply to an individual Customer, to two adjacent or adjoining residential or small commercial Customers, or to multiple residential or small commercial Customers

Attachment A, Order No. 20351

served through a gas Meter header or manifold. A service line ends at the outlet of the Customer gas Meter or at the connection to a Customer's piping, whichever is further downstream, or at the connection to Customer piping if there is no gas Meter.

Shut-Off Valve: a small local valve used to control the flow of natural gas and is installed upstream of the gas Meter.

Natural Gas Equipment: the term includes gas Meters, Natural Gas Service Regulators, Shut-Off Valves, and any other gas equipment associated with the delivery of gas to the Customer.