

IV. OTHERS (such as TRANSCO, IPPs, ETC)

A. AT THE ERC LABORATORY (Walk-in)

1. The customer representative presents the meter to the guard on duty at the 12th Floor to secure a gate pass.
2. He hands over the meter and the gate pass to the Engineer-in-charge/ Clerk on duty at the 12th Floor.
3. The Engineer-In-Charge/Clerk assesses the testing fee for payment by the customer.
4. The customer pays to the cashier at the 14th Floor and receives an Official Receipt (OR)
5. The Engineer starts testing and calibrating the said meter while the customer is paying the testing Fee.
6. The Engineer adjusts the meter to as close as possible to zero error.
 - a. If the meter is defective and can no longer be adjusted to the nearest possible zero error, the meter will not be sealed and the corresponding test report shall be issued to that effect.
 - b. If the meter is accurate or was adjusted to the nearest possible zero error, the meter will be sealed and a corresponding test report shall likewise be issued to that effect.
7. The Engineer-in-charge/Clerk on duty releases the meter tested together with the test report and gate pass upon presentation by the customer of the Official Receipt (OR) for purposes of recording.
8. The customer presents the meter and gate pass to the guard on duty at the 12th Floor for recording.

B. FIELD TESTING

1. The Clerk records the complaint/request.
2. The Division Chief assigns an Engineer.
3. The Engineer/Clerk prepares an Assignment/Inspection Order for the Service Director's and Division Chief's initials.
4. The Executive Director signs/approves the Assignment/Inspection Order.
5. The Records Section assigns and records the number of the Assignment/Inspection Order and releases the same to the Engineer concerned.
6. The assigned Engineer coordinates with the concerned parties.

7. Before the Engineer conducts the actual testing of the meter, he shall check/inspect the metering installation/connections and other equipment appurtenant thereto to determine if they are adversely affecting the correct registration of the meter. The inspection shall be conducted in the presence of the concerned parties.
8. The engineer tests the accuracy of the Instrument Transformers, if any.
9. The Engineer tests and calibrates the meter in the presence of the concerned parties.
 - a. If the meter is found to be defective, the meter will not be sealed and the corresponding test report shall be issued to that effect.
 - b. If the meter is accurate, the meter will be sealed and the corresponding test report shall likewise be issued to that effect. Calibration may also be performed on the said meter to adjust it to the nearest possible zero error before the sealing thereof
11. The Engineer prepares the General Report.
12. The Service Director and Division Chief approve the General Report.
13. The concerned parties are furnished respectively with copies of the General Report, accompanied by the Statement of Account duly approved by the Financial and Administrative Service.