

Readopt with amendment En 602.01 through En 602.07, effective 3-21-24 (Document #13911), to read as follows:

CHAPTER En 600 RULES FOR WATER SERVICE

PART En 602 DEFINITIONS

En 602.01 “Class A water utility” means a water utility having annual water operating revenues of \$750,000 or more.

En 602.02 “Class B water utility” means a water utility having annual water operating revenues of \$150,000 or more, but less than \$750,000.

En 602.03 “Class C water utility” means a water utility having annual water operating revenues of less than \$150,000.

En 602.04 “Commission” means the New Hampshire public utilities commission.

En 602.05 “Customer” means any person, firm, corporation, cooperative marketing association, utility, or governmental unit or subdivision of a municipality, state, or nation supplied with water service by a water utility.

En 602.06 “Customer service pipe” means that section of service pipe from the customer's property line or the curbstop to the customer's place of consumption.

En 602.07 “Department” means the New Hampshire department of energy.

Adopt new En 602.08 to read as follows:

En 602.08 “Electronic Meter” means a static or solid-state device installed by a water utility for the measurement of water quantities flowing through a space using non-mechanical technology such as ultrasound or electromagnetism.

Readopt with amendment and renumber En 602.08, effective 3-21-24 (Document #13911), as En 602.09 to read as follows:

En 602.09~~8~~ “Franchise” means the right to conduct business as a utility pursuant to RSA 374:22 and RSA 374:26.

Adopt new En 602.10 to read as follows:

En 602.10~~9~~ “Mechanical Meter” means a device installed by a water utility for the measurement of water quantities flowing through a space by using internal moving parts.

Readopt with amendment and renumber En 602.09, effective 3-21-24 (Document #13911), as En 602.11 to read as follows:

En 602.11~~09~~ “Meter” or “Revenue Meter” means a device installed by a water utility for the measurement of water quantities to be used as a basis for determining charges for water service distributed to customers~~means a device installed by a water utility for the measurement of water quantities to be used as a basis for determining charges for water service.~~

Adopt new En 602.12 to read as follows:

En 602.120 “Non-Revenue Meter” means a device installed by a water utility for the measurement of water quantities that has been produced or purchased but not yet distributed to customers. These are inclusive of source, pump station, tank, facility, distribution, and system interconnection meters.”

Readopt with amendment and renumber En 602.10 through En 602.17, effective 3-21-24 (Document #13911), as En 602.13 through En 602.20 to read as follows:

En 602.130 “Normal operating pressure” means pressure occurring between that when system storage is at the:

- (a) Lowest point of its normal operating range during maximum day demand; and
- (b) Highest point of its normal operating range during minimum day demand.

En 602.141 “Service connection” means the point of connection between the customer’s service pipe and the water utility’s service line.

En 602.152 “Service entrance” means the point at which the customer service pipe enters the customer's building.

En 602.163 “Service pipe” means the connection between the water utility's main and the customer's place of consumption and includes all of the pipe, fittings, and valves necessary to make the connection.

En 602.174 “Small water system” means any water distribution system serving fewer than 600 customers:

- (a) Which has received a franchise and established an initial revenue requirement pursuant to Puc 1600;
- (b) Which is not interconnected with any other water distribution system owned, operated by, or affiliated with the same individual or entity; and
- (c) Whose revenue requirement is established based on the value of the assets used to serve only those customers served by that water distribution system.

En 602.185 “Water utility” means any “public utility” as defined in RSA 362:2 and RSA 362:4 owning, operating, or managing any plant or equipment or any part of the same for supplying of water to the public, or engaged in the transmission or sale of water ultimately sold to the public within New Hampshire except:

- (a) Municipal corporations operating within their corporate limits;
- (b) Municipal corporations which are exempt pursuant to RSA 362:4, to the extent of any such exemption;
- (c) Any landlord supplying water to tenants which service is included in a rental fee; or
- (d) Any association of residents supplying water to themselves.

En 602.196 “Water utility service pipe” means that portion of the service pipe not characterized as customer service line or pipe.

En 602.2017 “Water service” means the furnishing of water to a customer in this state by a water utility.

Readopt with amendment En 605.04, effective 3-21-24 (Document #13911), to read as follows:

PART En 605 METER ACCURACY AND TESTING

En 605.04 Test Schedules for Meters.

- (a) All new meters shall be tested and calibrated before being put into service.
- (b) A water utility shall not be required to report to the department new meter tests referred to in (a) above nor shall these tests be considered as periodic tests of meters in service.
- (c) A water utility shall conduct tests on meters in service, according to the size of the meter in inches, in accordance with the schedule established by table 6.5.2 below unless the water utility received approval from the Department to implement a meter replacement program pursuant to En 611:

Table 6.5.2 Testing Interval Required By Size of Meter

Size of Meter– Inches	Maximum Interval Between Tests	
	<u>Mechanical Meters</u>	<u>Electronic Meters</u>
5/8	10 years	<u>15 years</u>
3/4	10 years	<u>15 years</u>
1	4 years	<u>6 years</u>
1 1/2	4 years	<u>6 years</u>
2	4 years	<u>6 years</u>
3	2 years	<u>3 years</u>
4	1 year	<u>1 1/2 years</u>
6 <u>or greater</u>	1 year	<u>1 1/2 years</u>

(d) All meters removed from service and not due for periodic test shall be tested before being put back into service.

(e) Source and other non-revenue meters shall be ~~tested~~calibrated at ~~least every 10 years~~the same intervals as revenue meters and in accordance with the size of such meter.

(f) When a customer requests that the customer's meter be tested, a water utility:

- (1) Shall test the accuracy of the customer's meter within 15 days from the time the request is made;
- (2) May require a deposit and charge for meter testing in an amount in accordance with the water utility's tariff provisions;
- (3) Shall promptly refund the deposit and charge if on testing the meter is found to be over-registering by more than 3% or under-registering as described in En 605.03(d);
- (4) May retain the deposit amount if the meter is found to meet the accuracy requirements of En 605.03(d);
- (5) Shall permit a customer to be represented in person or by their agent when the water utility conducts the test of the meter; and
- (6) Shall provide to the customer within 15 days after completion of the test a report giving:
 - a. The name of the customer requesting the test;
 - b. The date of the request;
 - c. The location, type, make, size, and serial number of the meter;
 - d. The date tested; and

e. The result of the test.

(g) When a customer makes written application to the department for testing of a meter, sometimes called referee testing, the department staff shall arrange to have the meter tested in staff's presence as soon as is practicable.

(h) When notified of an application submitted for a referee test as provided in (g) above, the water utility shall not remove, interfere with, or adjust the meter to be tested without the written consent of the customer, and a waiver from the department, pursuant to the waiver provisions of En 201.05.

(i) A complete record of all tests and adjustments and data sufficient to allow checking of test calculations shall be recorded by the meter tester.

(j) The test record referred to in (i) above shall include:

- (1) The identifying number of the meter;
- (2) The type of the meter;
- (3) The date and kind of tests made;
- (4) The reading of that meter before making any test;
- (5) The error as found at each test; and
- (6) If repaired the accuracy of the meter after the final test.

(k) The complete record of tests of each meter shall be continuous for at least 2 periodic tests, and in no case for less than 2 years.

(l) Each water utility shall report to the department periodic tests of meters on Form E-15, which is described in En 609.06.

(m) Each water utility shall report requests or referee tests, referred to in (f) and (g) above [in this section](#), to the department on Form E-16, which is described in En 609.07, once a month, if any occur.

Readopt with amendment En 609.06, effective 3-21-24 (Document #13911), to read as follows:

En 609.06 E-15 Annual Report of Water Meter Tests.

(a) Each water utility shall complete and file with the department [on an annual basis](#) a report of water meter tests on [either the department's "Form E-15-E, Annual Report of Water Meter Tests for Electronic Meters" revised March-August 2026, or "Form E-15-M, Annual Report of Water Meter Tests for Mechanical Meters" revised August 2026, or both as appropriate,](#) available on the department's website at www.energy.nh.gov, ~~on an annual basis.~~

Adopt new En 611 as follows:

PART En 611 METER REPLACEMENT PROGRAM

En 611.01 Duties of Utility and Department.

(a) A water utility may request to implement a meter replacement program from the department by satisfying the following requirements:

- (1) The water utility shall submit an initial application which shall consist of one signed original and one electronic copy and be submitted by electronic mail at proceedings@energy.nh.gov with the paper copy mailed to NH Department of Energy, 21 S. Fruit Street, Suite 10, Concord, NH 03301. The application need not be in any particular form, but shall contain the following information in support of the water utility's request:
- a. A detailed description of the proposed meter replacement program;
 - b. An explanation justifying why the meter replacement program should be approved including an estimate of resulting cost savings for the utility and its customers;
 - c. A description including documentation demonstrating how the meter replacement program would ensure greater meter reading accuracy than through a periodic meter testing program;
 - d. Any other justifications showing why the meter replacement program would be preferable to testing meters in accordance with En 605.04(c); and
 - e. A detailed description of the utility's current compliance with meter testing in accordance with En 605.04(c) and the extent to which the utility is out of compliance with meter testing; and
 - f. A detailed explanation of how the proposed meter removal program will ensure accuracy for customers and be an improvement over the meter testing program.
- (b) The department shall issue a decision either approving or denying the application for a meter replacement program within 180 calendar days of receiving the application.
- (c) A water utility with a meter replacement program approved by the department shall retain, store, and accurately maintain a record of all meters removed pursuant to the program so that customers may subsequently request a test of the accuracy of the replaced meter pursuant to En 605.04(g) as follows:
- (1) For a period of 6 months by water utilities that bill customers monthly; or
 - (2) For a period of 9 months by water utilities that bill customers quarterly.
- (d) If the department approves the water utility's request to implement a meter replacement program then the department will not require the utility to test its meters pursuant to En 605.04(c).
- (e) A water utility that has a meter replacement program approved by the department shall annually test 5% of all meters removed and replaced pursuant to the meter replacement program.

Appendix A

Rule	Specific State Statute the Rule Implements
En 602	RSA 12-P:5; IV; RSA 362:2; RSA 362:4; RSA 370:2; RSA 370:3; RSA 374:1; RSA 374:22; RSA 374:26
En 605.04	RSA 12-P:5; IV, RSA 370:3; RSA 374:15
En 609.06	RSA 12-P:5; IV; RSA 374:15
En 611	RSA 12-P:5; IV; RSA 370:3