EVERSOURCE KNOWLEDGEBASE

SEARCH

Identifying Mixed Metering or Non-Exclusive Use C2

Identifying Mixed Metering or Non-Exclusive Use C2

System: C2

Performed by: Customer Service Representatives

Purpose: To determine if the customer is being billed as mixed metering or non-exclusive use

Before you begin:

- Open the customer's account by searching in C2

Step	Action
Identifying Mixed Metering	
1	Confirm address
2	Ask probing questions: • What makes you believe you are being billed for the incorrect meter? • Did the power/gas in your unit go out when a neighbor/tenant moved out? • Did a neighbor in the same building get disconnected for non-payment and your power/gas went out instead of theirs? • Do you know which apt/unit/floor you could potentially be paying for, if not your own? • How many units are in your building? • Did you turn off your main breaker or fuses and the power remained on, and the meter continue registering usage? (electric only)
3	Review customer account (and other accounts at site) for pending orders
4	If you determine the meter the customer is being billed for is not correct: • **Not orders trained**, transfer the call Refer to **Telephone Transfer Chart** • **Create a Mixed Meter Investigation CTE** • **Create Electric Meter Investigate WMA** • **Create a Mixed Meter Investigation NH** • **Create a Mixed Metering Investigation CTG**
Example: ***Issue:*** *Tenant in Apt. A calls because their electricity/natural gas is out and there is no reason it should be (no orders, SONP, move, power/gas outage in area, etc.)* ***Cause:*** *Tenant in Apt. B was SONP, but we had the wrong meter number in the system, so when we went to disconnect Tenant B, Tenant A was disconnected instead.*	
Identifying Non-Exclusive Use	
1	Confirm Address

2	Ask probing questions: • Did someone in your building or your landlord mention any issue? • Did you notice a hallway, cellar, or porch lights that went out when your power went out? (electric only) • Are there common laundry facilities? • Do you know if there are multiple water heaters or heating equipment in the basement? • What makes you believe you are paying for someone else's service? • Did you check your main breakers and, upon doing so, was someone else's service interrupted? (electric only) • Do you know which apt/unit/floor you could potentially be attached to? **IMPORTANT:** We do not investigate based on an **ASSUMPTION** or because of a **HIGH BILL**. The customer must have valid reasoning or a specific situation that warrants a field investigation.

3	If you have determined that the customer is paying for service that is NOT exclusive to their unit/apt/floor, proceed with the following:
	• If the building is residential use, the owners meter will be on a residential rate. If it's a commercial building, the owner's meter will be a commercial rate.
	• If the building has both residential and commercial use, check the assessor's website to see how the property is listed, residential or commercial, to determine the rate that the owner's meter should be on.
	  • **Not orders trained,** transfer - Refer to **Telephone Transfer Chart**
	  • **Create a Non-Exclusive Use Investigation CTE** - Steps for landlord admission or partial power from non-exclusive use
	  • **Create Non-Exclusive Use Investigation CTG**
	• MA Residential - Refer customer to local health department
	  • **Sanitary Code Violation**
	• NH Residential - Refer customer to landlord (see Common Next Steps below)
	• CTE*/MA/NH Commercial - Refer customer to landlord
	**Exception is Commercial Rate Owners Meter: Company shall determine if the meter serves a mixed use building (both residential and commercial) by verifying the information via the assessor's website. Mixed use buildings will follow residential owners meter guidelines.*

Example: • *A breaker was shut off in their home and their neighbor lost power somewhere in their unit OR power was lost in a common area (area shared by tenants). For gas, there may be only one furnace/boiler/water heater that serves multiple units.* • *There are more apartments than there are meters at the location. NOTE: for gas, not all units may have the same heat/hot water/cooking fuel. Some units may be gas heat/hot water and other units are oil or electric. Cooking may be electric.* • *There are common areas without an owner's meter.*	

Common Next Steps/Additional Information

Situation	Act
Landlord calls about a letter regarding non-exclusive use (CTE/CTG)	Inform landlord that we investigated a non-exclusive use claim and found gas plumber fix the problem or the billing will be placed in their name unt

NH tenant reports partial power due to SONP or Move Out Disconnect.	• The tenant should contact the landlord to resolve the situation
	• Obtain the name and mailing address of the landlord
	• Enter a same day credit reconnect order (call Resolutions or contact a Supe 10-Day Notice Meter Order) to get the power reconnected (get the name of t
	• In the order instructions type, "please leave 10-day notice" and enter the firs XXXX).
	• Waive the reconnection fee
	• Email **PSCSDSEC** to send Letter 433 – Mixed wiring ten-day notice to the la days.
	• Add a non-exclusive use profile
	  • Category – Alert
	  • Type – Non-exclusive Use
	• Add a Non-exclusive use note that PSCSDSEC was emailed to send the mi
	• Add an owner/landlord note with the landlord information

NH Landlord Calls	• Enter a same day **Move In** order for the landlord (get the name of the appro
	• Email **PSCSDSEC** to send Letter 433 – Mixed wiring ten-day notice to the la days.
	• Add a non-exclusive use profile
	  • Category – Alert
	  • Type – Non-exclusive Use
	• Add a Non-exclusive use note that PSCSDSEC was emailed to send the mi
	• Add an owner/landlord note with the landlord information
	• Advise the landlord that the service can't be taken out of their name without
	• Obtain a landlord agreement if one does not exist

Ring Out Meters (electric only)	Electric Meter & Service Dept. verifies that the meter in a meter box that is marked corresponding distribution box (circuit breaker box), and apartment door are not ma
Landlord Calls to say Apt. Numbers are incorrect or have changed	Follow appropriate mixed meter steps: • **Not orders trained**, transfer the call - Refer to **Telephone Transfer Chart** • **Create a Mixed Meter Investigation CTE** • **Create Electric Meter Investigate WMA** • **Create a Mixed Meter Investigation NH** • **Create a Mixed Metering Investigation CTG**

Search Terms: Mixed metering, mixed meter, non-exclusive use, non exclusive use, mixed, non exclusive, owners meter, investigation, landlord, ring out meters, change apartment number, change apt number, Identifying Mixed Metering or Non-Exclusive Use, Identifying Mixed Metering or Non-Exclusive Use C2, customer says they are paying for someone else's service, a hallway, porch, or cellar light went out when their meter was shut off, the customer thinks they are paying for someone else's service, customer shut off main breakers and something outside of their apartment went off, Internal wiring mixed, internal wiring wrong, wiring to common area.

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