



# Public Service Commission

SERVING MARYLAND SINCE 1910

## Frequently Asked Questions

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### Customer Request for Meter Tests

Maryland regulations state that “Upon request by a customer and at **no charge**, the utility shall test the accuracy of the meter serving the customer.” However, a utility is not required to perform a customer-requested meter test more than once during an 18-month period. A meter test may be performed at: (a) On-site at the meters location; (b) The utility’s meter shop; or (c) [An approved meter shop](#). Moreover, the customer, or his representative, may be present when the meter is tested.

If you dispute the accuracy of your bill and meter, you must first contact the utility at the number below:

BGE	<b>800-685-0123</b>
PEPCO	<b>202-833-7500</b>
DELMARVA	<b>800-375-7117</b>
POTOMAC EDISON	<b>800-686-0011</b>
SMECO	<b>888-440-3311</b>
WASHINGTON GAS	<b>800-752-7520</b>

If the utility tested your meter within the last 18 months, and you are not satisfied with the results of the utility’s meter test, you may file an online request for a [Referee Test](#) pursuant to COMAR 20.50.06.07 for *electric* or 20.55.07.05 for *gas*. You will be required to register in order to obtain access to the [Referee Test System](#). As part of the registration process, you will need to provide an email address, your name, address and telephone number. If you already have a complaint filed with the Public Service Commission’s Office of External Relations, you can enter the complaint number to speed up the registration process. After you are registered you will receive an email confirmation that includes instructions for submitting your payment to the PSC. The referee test is not scheduled until payment is made. The charges for a single Referee Test are as follows:

Watt-hour meter or Net Meter ————— \$10 (RESIDENTIAL)

Combination watt-hour and demand meter ————— \$20 (COMMERCIAL)

Gas meter ————— \$10 (RESIDENTIAL OR COMMERCIAL)

If the meter is found to over-register more than 2 percent, calculated in accordance with the Commission’s regulations than the deposit shall be refunded by the Commission and the utility billed the amount of the deposit. If the meter is found to be not more than 2 percent fast, the deposit will be retained and disposed of according to law.

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