



Tacoma Public Utilities Advanced Metering Opt-Out Policy Section VIII

January 2021 v1.1

Exhibit A: Tacoma Public Utilities, Customer Services Policies Section VIII, Opt-Out

VIII. OPT-OUT

8.1 Introduction

- 8.1.1 The purpose of the Advanced Meter Opt-Out Policy is to provide customers who do not want a communicating advanced electric meter installed at their residence an opt-out option as described in this Section VIII. Otherwise, unless a customer specifically opts-out, he or she will receive a standard communicating advanced electric meter.

8.2 Eligibility

- 8.2.1 Customers with the following types of service are eligible to opt-out:
- 8.2.1.1 Residential Service electric customers in dwellings of four units or less (Electric Rates Schedules A-1 and A-2).
 - 8.2.1.2 Residential Service electric customers with an accompanying additional separately metered, domestic use Residential Service electric account (e.g. garage or shed), (Electric Rates Schedules A-1 and A-2) may opt-out of advanced meters for both accounts, so long as all of the following criteria are met:
 - A. the primary Residential Service account is on the same premise, with the same parcel zoning, as the accompanying Residential Service account,
 - B. the primary Residential Service account is the same place of residence as the accompanying Residential Service account, and
 - C. the primary Residential Service account is under the same business partner as the accompanying Residential Service account.
- 8.2.2 A customer is ineligible to opt-out or the customer's opt-out status can be revoked if he or she has a record of:
- 8.2.2.1 Equipment tampering or electric/water diversion (past or present).
 - 8.2.2.2 Service disconnection for lack of payment 2 times in a 12 month period.
 - A. The customer's opt-out status may be reinstated if the customer does not have a service disconnection for lack of payment for a minimum of six months, as determined by Tacoma Public Utilities.



Tacoma Public Utilities Advanced Metering Opt-Out Policy Section VIII

January 2021 v1.1

8.2.2.3 Obstructions that prevent meter access for meter reading and/or meter maintenance after Tacoma Public Utilities' reasonable attempt to access the meter, or a lock-out that prevents Tacoma Public Utilities from reading a meter.

- A. The meter location shall not be concealed by materials of any kind and must be readily accessible at all times. If the customer blocks a clear path to the meter, or if the meter is subject to damage because of its location, the customer may be required, at his or her expense, to provide a new and suitable meter location and make the necessary wiring changes (Tacoma Power Customer Service Policy, 13.0.E).
- B. A \$5 service charge will be assessed to accounts that lock-out a reasonable attempt of a meter read (TMC § 12.01.010).
- C. The opt-out status may be reinstated if the customer satisfactorily addresses any obstructed access issue, as determined by Tacoma Public Utilities.

8.2.2.4 A documented threat to Tacoma Public Utilities staff (past or present).

8.2.3 If customer's opt-out status is revoked,

8.2.3.1 Tacoma Public Utilities will automatically remove the customer from opt-out status and the meter will be converted to a standard advanced meter.

8.2.3.2 Tacoma Public Utilities will notify the customer by mail of the revocation.

8.2.4 Customers with the following types of service are ineligible to opt-out:

8.2.4.1 Residential Service in dwellings of more than four units

8.2.4.2 Commercial Service (Electric Rates Schedules B, G, HVG) (unless otherwise specified in this policy)

8.2.4.3 Industrial Service (Electric Rates Schedule CP)

8.2.4.4 Net Metering (solar) Service Types

8.2.4.5 Temporary Service



Tacoma Public Utilities Advanced Metering Opt-Out Policy Section VIII

January 2021 v1.1

- 8.2.4.6 All other types of service not specified as being eligible (Electric Rates Schedules H-1, H-2, H-3, DC, EO, P, TC)

8.3 Fees

- 8.3.1 A recurring billing cycle fee, as specified in Title 12 of the Tacoma Municipal Code, to be effective no sooner than January 1, 2021, will be assessed on the opted-out customer's account beginning the first full billing cycle following an approved opt-out application and the start of opt-out status.
 - 8.3.1.1 The recurring bill cycle fee will continue until the opt-out status ends. At that time, a final recurring billing cycle fee will be charged for the last bill period during which the opt-out status was active.
 - 8.3.1.2 Only one fee will be assessed per customer per bill cycle at a residence, even if the customer has multiple meters being opted-out for the same residential premise (e.g one electric meter on a home and one on a detached garage).
- 8.3.2 Customers eligible for Tacoma Public Utilities' Discount Rate Program will have that program's percentage rate discount applied to opt-out fees.
- 8.3.3 Fees related to opt-out will be evaluated and updated on a periodic basis.

8.4 Steps to Opt-Out:

- 8.4.1 Customers requesting opt-out status related to Tacoma Public Utilities' standard advanced meters shall complete the following opt-out request process:
 - 8.4.1.1 Complete and sign an opt-out application acknowledging associated fees, terms, and conditions, and provide relevant service information. Incomplete applications may delay processing.
 - A. In tenant-landlord relationships, the Tacoma Public Utilities account holder must complete the application. Only the account holder, regardless whether a tenant or landlord, may request and be granted opt-out status.
 - 8.4.1.2 After an application is processed, the customer will receive an approval or denial letter in the mail. Tacoma Public Utilities will do its best to process applications in a timely manner. However, some cases may need additional information before a decision can be made.



Tacoma Public Utilities Advanced Metering Opt-Out Policy Section VIII

January 2021 v1.1

8.5 Moves

- 8.5.1 Upon move out (or account closing), any opt-out meters will be converted to a standard advanced meter.
- 8.5.2 An opt-out status customer moving to a new location will be required to opt-out again (including any related fees). A new opt-out application will need to be submitted and processed for the new service location.

8.6 Steps to Cancel Opt-Out:

- 8.6.1 Customers requesting to cancel their opt-out status (to opt back in to Tacoma Public Utilities' standard meter) should contact Tacoma Public Utilities Customer Service by emailing cservice@cityoftacoma.org, calling 253-502-8600, or visiting Tacoma Public Utilities in person at 3628 South 35th Street, Tacoma, WA 98409.
- 8.6.2 No fees are associated with canceling opt-out status (to opt back in to a standard meter).