

# Tacoma Public Utilities Advanced Meter Opt-Out

## Summary

The Advanced Meter Opt-Out Policy provides residential customers who do not want a communicating advanced electric meter at their residence with an alternative. TPU does not offer an advanced metering opt-out option for water.

## Electric Meter Descriptions

Tacoma Public Utilities provides the following electric meter options for residential customers:

### Communicating Advanced Meter

This is an electric meter with the radio transmitter turned on that communicates usage data directly to the utility in near real time.



### Opt-Out Option: Radio Off Meter

This is an advanced electric meter with the radio transmitter turned off. TPU staff collect usage data manually at the meter.



## Opt-Out Process

To opt out of Advanced Metering, submit a completed application one of three ways:

- Electronically - **MyTPU.org/MeterInfo**
- In person at the TPU lobby



- By mail

Tacoma Public Utilities

3628 S. 35<sup>th</sup> Street

Tacoma, WA 98409

## Eligibility

### Eligible Customer Types\*

- Residential Electric: Single-family or multi-unit of 4 units or less

### Ineligible Customer Types

- Multi-unit greater than four units
- Commercial and industrial
- Net-metering (solar)
- Temporary Service

\*Ineligible to opt-out or opt-out is revoked if a customer has a record of:

- Equipment tampering or electric/water diversion
- Service disconnection for lack of payment two times in 12 months
- Obstructed meter access for meter reading and/or meter maintenance
- Documented threat to utility staff

## Customer Opt-Out Request Terms and Conditions

1. I represent and warrant that I am the named account holder (or legal guardian) of the utility account number provided. I further represent and warrant that I am either the legal owner of the premise, a tenant, or the legal guardian of the owner or tenant, as listed on this application.
2. I understand and have read the specific Opt-Out Policy details and provisions provided within the Opt-Out Section of TPU Customer Services Policy, including eligibility, fees, steps to opt-out, moves, revocation of opt-out eligibility, and canceling opt-out.
3. I understand that TPU will charge my account a monthly recurring \$15 fee per the Opt-Out section of its Customer Services Policy and Title 12 of the Tacoma Municipal Code.
4. I understand that by opting out, I am only eligible for the TPU basic rates, and I will **not** receive any other enhanced benefits that the standard communicating advanced electric meter may provide, such as faster outage detection, easier move-in, move-out, and reconnection, flexible payment options related to advanced metering, and access to online usage data.
5. I understand that if I move to a new location, this opt-out application will not apply, and I must complete a new opt-out application for the new premises, including payment of any related fees.



6. I agree that I will maintain clear and direct access to my meter(s), allowing TPU to manually read the meter(s) during standard business hours throughout the month

## Exhibit A: Tacoma Public Utilities, Customer Services Policies Section 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.



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 a 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

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.

## 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](mailto: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).

