

CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD
LA CRESCENTA, CALIFORNIA

To be held on
December 1, 2022 at 4:00 PM

Agenda for the Meeting of the Policy Committee
of the Crescenta Valley Water District

Posted November 30, 2022 at 4:00 PM

TELECONFERENCING NOTICE

[This meeting will be held by teleconference only.]

Under AB 361 and District Resolution No. 772, the District will continue to hold Board and Committee meetings by teleconference, due to the continuing State of Emergency for COVID-19 and the ongoing imminent risks to the health or safety of the attendees from COVID-19.

[This meeting will be held by teleconference only.]

Any member of the public may participate using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833

(346) 248-7799

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(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 895 4688 9614

[Pursuant to the above Executive Order, the public may not attend the meeting in person]

Those members of the public who are able to and would like to additionally participate with a computer through videoconference may access the Zoom videoconferencing tool available at the following link – <https://us02web.zoom.us/j/89546889614>

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at customerservice@cvwd.com. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Call to Order

Adoption of Agenda

Public Comment:

At this time, members of the public shall have an opportunity to address the Committee on items of interest that are within the subject matter jurisdiction of this Committee. This opportunity is non-

transferable, and speakers are limited to three (3) minutes each. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Action Items(s)

The public shall have an opportunity to comment on any action item as each item is considered by the Committee. This opportunity is non-transferrable, and speakers are limited to one two-minute (2) comment each.

1. Discussion of new policy for an “opt-out” program for the Advanced Metering Infrastructure (AMI) Program
2. Cell towers update discussion

Committee Members’ Request for Future Agenda Items

Adjournment

CRESCENTA VALLEY WATER DISTRICT

STAFF REPORT

Information Item No.1
December 1, 2022

To: Policy Committee
From: David S. Gould, P.E. – Director of Engineering & Operations
Subject: Discussion of New Policy for an Advanced Metering Infrastructure (AMI) Opt-Out Program

BACKGROUND:

As AMI Networks are being installed throughout Southern California, there have been issues raised by customers with respect to the health effects of wireless signals (or radio frequency output) and privacy (data) security. Some cities and water agencies have developed “opt-out” policies that allow customers to have their smart meters excluded from the AMI network. Because such customers must then have their water meter read manually each billing period, agencies have included a cost to the customer for setting up a separate billing process for such meters and labor costs to read the meters. Additionally, such customers are not eligible for that agency’s Water Leak Assistance Program, one of the primary benefits to customers. Staff discussed creating a policy in anticipation of this issue. The policy was originally discussed with Esource (formally UtiliWorks) during the business case evaluation for the AMI program in 2019. As the District approaches the next phase of connecting the water meters to the AMI network it is appropriate for the District to have an opt-out policy in place that addresses these concerns.

This issue was discussed with the Policy Committee in May 2021 (see attached), which included the Opt-Out Policy for Planning Overview Memorandum prepared by Esource. Esource’s memo discusses various smart meter opt-out policy considerations and various case studies. Also included were examples of opt-out policies from Azusa Light & Water, Glendale Water & Power, and Las Virgenes Municipal Water District. Finally, Esource provided a recommendation for CVWD’s own opt-out program.

DISCUSSION:

The Policy Committee recommended at the last meeting that the new CVWD’s Opt-Out Policy to include the following:

If Customers chooses to opt out of the AMI program:

1. CVWD will install the smart meter but not connect the meter to the AMI network.
2. Customer will be required to fill out, sign and submit CVWD’s AMI meter Opt-Out agreement form (see attached).
3. A charge will be added to the customer’s monthly bill if they choose to opt out. Fees include the following.
 - a) One-time setup fee - \$60.00
 - b) Monthly meter reading fee - \$25.00
4. Leak Adjustment Program - Customer will not be eligible for the District’s leak adjustment program, and CVWD is not responsible for advising customers if there is a water leak on the property.
5. Customer will have access to their account through WaterSmart, the District’s selected AMI application for customers, that will show only monthly as opposed to real-time water usage data.

Next Steps:

1. Review CVWD’s AMI meter Opt-Out agreement form.
2. Discuss if the policy should be made available to the public as part of the welcome letter to customers or only when it is requested by a customer.
3. Review revisions to CVWD Rules & Regulations (see below) & Appendix C
4. Review Resolution 781 (see attached)
5. Recommendation to the Board of Directors

Revisions to CVWD Rules & Regulations - Opt-Out Policy

Staff is recommending that the new Opt-Out policy be added to the District's Rules & Regulations as shown below:

7.01: USE OF AN ACTIVE SERVICE BY NEW TENANT/OWNER

Revision to Paragraph 1

Sewer service and water service shall always commence simultaneously (if applicable). A person who takes possession of premises and uses water or sewer facilities without applying for service is liable for all water delivered and/or sewer usage from the date of the last recorded meter reading or billing date. **All water meters will be "smart" water meters that will be connected to an Advanced Metering Infrastructure (AMI) Network.** If the water meter is found inoperative, the quantity consumed will be estimated. If proper application for service is not made within 48 hours after notification that failure to do so will result in termination of service, or if accumulated bills are not paid upon presentation, water and sewer service shall be discontinued as provided in the notice.

7.02: APPLICATION FOR SERVICE

Add Paragraph G

G. AMI Opt-Out Policy: A customer can voluntarily opt out of the District's AMI program by doing the following:

- a) Make the request in person, by telephone, email, text or by letter, at CVWD's main office;
- b) Complete and sign the AMI Opt-Out program form;
- c) Agree to additional charges as shown in Appendix C;
- d) Agree that they will not be able to participate in CVWD's Water Leak Assistance Program and that CVWD is not responsible for advising if there is a water leak on the property.

If a customer decides to return to the AMI program, the customer must do the following:

- a) Make a written request to CVWD to return to the AMI Program;
- b) Complete and sign the AMI Opt-In program form;
- c) Agree to additional charges as shown in Appendix C.

7.05: NEW WATER SERVICE CONNECTIONS

Revision to Paragraph C - Size

C. Size: The District will furnish and install a service connection of such size as requested on a water meter clearance application, including the service pipe and **smart water meter**, so long as it reasonably complies with the Uniform Plumbing Code. The District reserves the right to determine the type of any backflow preventor or other appurtenances required for the installation.

8.02: CONDITIONS OF SERVICE

Revision to Paragraph A - Notice

2. Notice from Customers: A Customer may make notification in person, by telephone, **email, text** or by letter to the District at its commercial office.

8.03: RATES AND CHARGES

Revision to Paragraph F – Miscellaneous

ADD Paragraph 9:

9. Charges for AMI – Opt-Out: If a customer voluntarily opts out of the District's AMI program, the customer shall fill out, sign, and submit a CVWD's AMI meter Opt-Out agreement for approval and a charge will be added to the customer's monthly bill as shown in Appendix C.

Charges for AMI – Opt-In: If a customer voluntarily opts in (after opting out) of the District's AMI program, the customer shall fill out, sign, and submit a CVWD's AMI meter Opt-In agreement for approval, and a charge will be added to the customer's monthly bill as shown in Appendix C.

8.05: BILLING PROCEDURES

Revision to Paragraph G – Disputed Bills

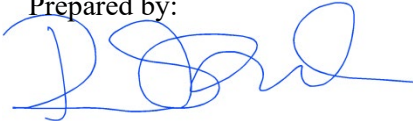
ADD Paragraph J:

- J. If a customer voluntarily opts out of the District's AMI program, the customer will no longer be eligible for the District's leak adjustment program, and CVWD will not be responsible for advising customers if there is a water leak on the property

SUMMARY:

Based on the recommendations of the Policy Committee, staff will bring a Resolution to the Board of Directors for approval that will include a new Opt-Out Policy that will be included in CVWD's Rules & Regulation.

Prepared by:



David S. Gould, P.E.
Director of Engineering & Operations

Submitted by:



James Lee
Director of Finance & Administration

Attachments:

1. Staff Report for Policy Committee dated May 21, 2022
2. CVWD's AMI meter Opt-Out Agreement Form
3. Rules & Regulations - Appendix "C".
4. Resolution 781

CRESCENTA VALLEY WATER DISTRICT

STAFF REPORT

Information Item No. 1
May 12, 2021

To: Policy Committee
From: David S. Gould, P.E. – Director of Engineering
Subject: Discussion of a New Policy for an Opt-Out Program for Smart Meters

BACKGROUND:

As Advanced Metering Infrastructure (AMI) Networks are being installed throughout Southern California, there have been issues raised by customers with respect to the health effects of wireless signals (or radio frequency output) and privacy (data) security. Some cities and water agencies have developed various “opt-out” policies that allow either customers have a manually read water meter or a smart meter, which is not connected to the AMI network that will be read in the field monthly or bi-monthly. Also, the opt-out policies include a cost to the customer for setting up the meter and monthly cost to read the meter.

DISCUSSION:

Staff discussed creating a policy in anticipation of this issue. The policy was discussed with Esource (formally UtiliWorks) during the business case evaluation for the AMI program. As the District approaches the next phase of AMI, which includes connecting the existing CVWD smart meters to the AMI network, the District should have an opt-out policy in place that addresses these concerns.

Esource provided an Opt-Out Policy for Planning Overview Memorandum dated March 29, 2021, which is included as Attachment No. 1 for review. Esource’s memo discusses various smart meter opt-out considerations, various case studies including those from Southern California Edison (SCE) which is part of the Public Utilities Commission (PUC), Glendale Water & Power and other agencies that have worked with Esource. The memo also includes a recommendation for CVWD’s own opt-out program. Staff also included examples of opt-out policies from Azusa Light & Water, Glendale Water & Power and Las Virgenes Municipal Water District for reference.

Staff’s goal at this Policy Committee meeting will be to review the Esource memo and determine what elements should be included in CVWD’s Opt-Out Policy, as well as determine if there will be an initial fee and monthly charge to the customer for requesting to option out of the AMI program.

The Policy Committee should also discuss whether this policy will be made available to the public or only on an as-requested basis.

SUMMARY:

Staff will use the information provided at the Policy Committee to bring back a formal policy that will be reviewed by the entire Board of Directors. If approved, the new Opt-Out Policy will be included in CVWD’s Rules & Regulations.

Prepared & Submitted by:



David S. Gould, P.E.
Director of Engineering



Crescenta Valley Water District Opt-Out Policy Planning Overview

Date: March 29, 2021

Prepared by: E Source

Crescenta Valley Water District (CVWD) expressed interest in further information on Advanced Metering Infrastructure (AMI) opt-out procedures. This document includes considerations, case studies and policy recommendations.

Table of Contents

List of Tables	1
Smart Meter Opt-Out Considerations	2
Cost	2
Operational	2
Marketing and Education	2
Geopolitical	2
Case Studies	4
Southern California Edison	7
Glendale Water & Power	7
Azusa Light & Water	7
Long Beach Water	7
Alameda Municipal Power	8
Recommendations	8

List of Tables

Table 1: Smart Meter Opt-Out Options	3
Table 2: California AMI Opt-Out References	5

Smart Meter Opt-Out Considerations

There are several considerations that a utility should take into account as it decides if and how it should adopt an opt-out policy during an AMI network project. Below is list of the most common considerations that the E Source team has encountered in its AMI project management experience.

Cost

- If an opt-out policy is offered, best practice is that customer fees should reflect the cost of service.
 - Deployment costs:
 - Fees to keep service in place (e.g., not installing a smart meter during the mass deployment or retrofitting smart meters to remove radio transmissions)
 - Fees to remove SmartPoints® (e.g., a customer chooses to opt out after smart meters were deployed)
 - Recurring costs: regularly incurred fees for the cost of service (e.g., additional truck rolls for readings, validations and software upgrades, back office costs, etc.)
 - If fees are not reflective of true cost of service, customers who opted in may end up subsidizing the costs through rate increases.
- How will the number of opt-out customers affect the cost benefits of AMI? If too many customers opt out, the utility may not realize the full benefits of AMI as it would not be utilized to the scale originally intended.
- Will the utility offer alternatives/exceptions for qualifying low-income customers or customers who claim medical necessity?
- Will the utility remove an opt-out customer from participating if they do not keep their account in good standing?

Operational

- Can the current billing and customer service department support an opt-out program?
- Can field staff support both the new AMI resourcing requirements and meter reading operations?

Marketing and Education

- Will the utility advertise an opt-out policy at all?
 - Some utilities will offer an informal opt-out on a “by request” basis, rather than as an advertised policy.
- Will the utility allow customers to opt out, regardless of whether it’s advertised or not?
- Will the utility undertake an education campaign, whether it offers an opt-out option or not?

Geopolitical

- Are other utilities in the surrounding service areas offering an opt-out program?
- Are there any rules or regulations that require the utility to offer an opt-out program?
- Is there a climate of resistance to new ideas or privacy concerns in the service area?

Utilities have many options to operationally support an opt-out policy both during and after mass deployment. The options largely fall within the following scenarios in Table 1 below, with variations and nuances based on specific AMI/MDMS (Advanced Metering Infrastructure/Meter Data Management System) technology, legislation/regulation, cost, resources, and primary customer concerns.

Table 1: Smart Meter Opt-Out Options

Metering Option	Description	Customer Concern Mitigation	Utility Considerations	Example Utilities
Install an analog meter	Conduct manual readings to capture register reads. Utilities often read bi-monthly or quarterly but bill monthly using estimates to cut down on meter reading costs.	Mitigates both radio frequency (RF) and privacy concerns.	- Creates the greatest “hardships” for utilities – manual reading, lower read accuracy, increased meter maintenance, and inventory/purchasing challenges. - Utility cannot track intervals for pricing programs, including Time of Use (TOU).	All California Investor-Owned Utilities (IOUs), including (Pacific Gas & Electric (PG&E), San Diego Gas & Electric (SDGE), Southern California Edison (SCE)
Allow customers to keep their existing meter	Conduct manual readings to capture register reads and other data. Utilities often read bi-monthly or quarterly, but bill monthly using estimates to cut down on meter reading costs.	- Creates the least disruption/draws the least amount of attention. - May mitigate RF and privacy concerns depending on type of data and method of capture already in use.	- Meter population may become more complex with additional inventory management. - Lower cost than replacing with new analog or digital (AMI or non-AMI) meters. - Utility must decide how to read meters going forward to address (or not address) RF concerns (e.g., handheld, laptop, drive-by).	Alameda Municipal Power (AMP), Sacramento Municipal Utility District (SMUD)
Install a non-AMI digital meter	Conduct manual readings to retrieve register reads and possibly TOU data.	Mitigates RF concern but does not address privacy concerns if interval data is captured.	- Mitigates inventory and maintenance issues. - Utility can track intervals for pricing programs, if desired.	AMP

Metering Option	Description	Customer Concern Mitigation	Utility Considerations	Example Utilities
Install an AMI meter with the radio turned off	Conduct manual readings to obtain register reads and possibly interval usage data. The radio function could be activated for subsequent customers at the premises.	- Customers may question if RF is turned off, as there is no physical way to verify the AMI meter radio's status. - Mitigates RF concerns but does not address privacy concerns if interval data is captured.	- Second-most efficient method for mass meter change-out process and move-in/move-outs, after implementing no opt-out policy. - Standardizes inventory. - Utility can track intervals for pricing programs, if desired.	Azusa Light & Water, Glendale Water & Power
Nothing (no opt-out)	Offer no opt-out policy for customers.	Does not address RF or privacy concerns.	- Most cost effective. - Most efficient for mass meter change-out process and move-in/move-outs. - Standardizes inventory. - Utility can track intervals for pricing programs, if desired.	City of Oceanside, City of Santa Ana, City of Santa Rosa

Case Studies

There are numerous case studies and data to back up charging fees for opt-out customers if a formal or informal policy is offered by CVWD. Customers' primary concerns relate to privacy and health. Today's AMI systems are heavily encrypted to mitigate privacy concerns and there is significant research supporting the limited effects of RF from smart meters to mitigate health-related concerns. With proper public engagement and education, E Source has observed that many of the utilities we have worked with are experiencing a low opt-out rate. Additionally, an increasing number of utilities are sunsetting their opt-out policy or not offering one at all. The following table includes various examples from utilities across the state of California.

Please Note:

Per California Public Utility Commission (CPUC) decisions¹, analog meters are the *only* opt-out meter option for all California investor-owned utilities (IOUs), and bi-monthly reading with monthly billing is used to cut costs.

* indicates a reference that is a current or former E Source client.

Table 2: California AMI Opt-Out References

Utility	Services	Offering Opt-Out	Initial Fee	Monthly Fee	Visibility	Notes
Southern California Edison (SCE)	Electric	Yes	\$75	\$10	Smart meter opt-in/out webpage	Residential customers only; readings occur bi-monthly. Income-qualified customers pay an initial \$10 setup charge, as well as a \$5 monthly fee. Monthly charges are discontinued after 36 consecutive months from customer opt-out.
Southern California Gas	Gas	Yes	\$75	\$10	Advanced meter opt-out webpage	See SCE notes above.
Glendale Water & Power *	Electric/Water	Yes	See note	See note	None	Cost update from Deputy General Manager pending.
Azusa Light & Water *	Electric/Water	Yes	\$75	\$10	AMI opt-out charge webpage	
City of Buena Park *	Water	No	N/A	N/A	None	No formal policy offered, but the City allowed customers to opt out of a smart meter if a medical

¹ <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M143/K904/143904205.PDF>

						excuse was provided extenuating or circumstances were present.
Long Beach Energy Resources *	Gas	Yes	\$75	\$25	None, unless customers called to request an opt- out option	Only available to single- family homes, pending approval. Monthly discount for those homes with usage less than 200 therms.
Long Beach Water Department (LBWD) *	Water	Yes	\$75	\$25	None, unless customers called to request an opt- out option	
City of Santa Ana *	Water	No	N/A	N/A	N/A	
City of Riverside (RPU) *	Electric/Water	Yes	\$0	\$0	Opt-out option located on Frequently Asked Questions (FAQ) webpage	RPU customers that opt out may ultimately be charged a monthly fee.
Eastern Municipal Water District	Water	No	N/A	N/A	AMI fact sheet	
City of Oceanside *	Water	No	N/A	N/A	N/A	
Alameda Municipal Power *	Electric	Yes	\$125	\$10	Smart meter opt- out webpage	During deployment, AMP allowed customers to keep their old meters. Post- deployment, customers who move into a premises with a smart meter that want to opt out receive a new, digital non-AMI meter.

The following section includes detailed case studies from Table 2. A comprehensive list can be provided upon CVWD's request.

Southern California Edison



Southern California Edison (SCE) provides 15 million people with electricity across a service territory of approximately 50,000 square miles. SCE abides by the CPUC decision that California IOUs offer only analog electromechanical meters as an alternative to AMI meters for residential customers. In compliance with CPUC regulations and in order to control costs, SCE manually reads opt-out meters bi-monthly although the utility bills monthly. SCE estimates bills and trues up when the utility receives an actual read. Monthly charges are discontinued after 36 consecutive months from customer opt-out.

Glendale Water & Power



Glendale Water & Power is operated by the City of Glendale, which has a population of approximately 203,000. In 2012, the City Council unanimously voted to allow Water & Power to install AMI meters with the radio turned off. Glendale customers could choose to have the radio(s) on the electric meter, the water meter, or both meters turned off; the recurring reading fee was to increase if the customer wanted both turned off. Glendale Water & Power publicly stressed the importance of collecting interval data from all customers. Opt-out information was not provided publicly on the website.

Azusa Light & Water



Azusa Light & Water serves approximately 16,500 electric and 23,000 water customers in Southern California. Azusa allows customers to opt out of "the Advanced Metering Infrastructure (AMI) radio meter functionality." When a customer chooses to opt out, Azusa provides an AMI meter with the radio turned off. A customer must opt out within 30 days of being notified of the scheduled AMI meter installation and must reinitiate the request (and pay the initial fee) if he or she moves to another location within the service area.

Long Beach Water



Long Beach Water Department (LBWD) provides service to approximately half a million residents and businesses in the cities of Long Beach and Signal Hill. LBWD decided to offer an opt-out policy only to customers upon request, as it was not published or advertised. Its opt-out policy mirrored the Long

Beach Energy Resources' policy, including a onetime fee of \$75, followed by a \$25 monthly meter reading fee.

Alameda Municipal Power



Alameda Municipal Power (AMP) is an electric utility with approximately 35,000 accounts. During deployment, AMP did not replace meters for opt-out customers. AMP's current opt-out meter population is a combination of both analog and digital, *although customers who opt out after the mass meter deployment receive a new, non-AMI digital meter*. AMP reads opt-out meters with handheld devices. There may be some old commercial opt-out meters in the field that collect interval data, but AMP only collects register data for reading.

Recommendations

The District has requested E Source's recommendation for how to operationally implement an opt-out policy based on other utilities' processes. E Source has accounted for CVWD's specific AMI/MDMS technology, legislation/regulation, cost, resources, and primary customer concerns in addition to the practices of other utilities.

Please Note: The recommendation does not address customer (internal or external) communications around opt-out. However, E Source strongly advises CVWD to develop a comprehensive information packet alongside its communication strategy.

Based on our communications, E Source understands CVWD's greatest concerns to be:

- Customers' concerns regarding RF transmission and privacy
- Staff concerns regarding inventory management and manual reading
- The additional costs of dual-billing processes

With that understanding, E Source proposes using one of the following options for CVWD:

1. Remove / Do not install the SmartPoint®

- a. This option may cause the least amount of disruption and draw the least amount of attention. More than half the CVWD accounts already have iPERL meters so customers may be familiar and comfortable with them. Conversely, CVWD would be required to make a visit to add a SmartPoint® during move-in/move-out. Inventory management would also be slightly more onerous, but the impacts may be negligible. CVWD would not be adding new analog or non-AMI digital meters to the population; they would be maintaining the current population.
 - i. Consideration
 1. CVWD will need to determine how to handle new opt-out requests after deployment (e.g., keep old meters in inventory, replace with new non-AMI digital or analog meter, etc.).
 2. Consider switching to bi-monthly or quarterly reading

- ii. There are two ways to approach fees with this option:
 1. Option 1:
 - a. Initial fee – \$75
 - b. Monthly fee – \$10-\$15
 - i. These numbers are a rough average based on the stats from neighboring utilities listed in Table 2.
 2. Option 2:
 - a. Initial fee – \$75
 - b. Monthly fee – \$35.60
 - i. This is based off of CVWD's 2019 move-in/move-out service cost obtained during AMI discovery (the assumption is this would be comparable to a one-off meter read exception process).

2. Offer no opt-out option to customers

The District has modernized 75% of its meter population with minimal interference. CVWD can delay installs for customers who refute the upgrade until the end of full deployment to allow for additional time to mitigate specific concerns. This option would also standardize inventory and mitigate inventory management efforts. Increased meter accuracy will result in proactive maintenance response. If CVWD takes this approach, E Source advises to have a plan in place in case any customer concerns may be expressed to the Town Council for further review.

CVWD should consider historically low opt-out rates as they determine the impact of each of these options, especially as they pertain to inventory management and trips to the field for meter maintenance, move-ins/move-outs, and verifying RF transmission for interested customers. Examples of opt-out adoption rates during deployment include:

- Southern Cal Edison – 0.45%²
- San Diego Gas & Electric – 0.19%
- Pacific Gas & Electric – Electric - 0.95%; Gas - 0.80%
- City of Buena Park – 0.0001%
- Long Beach Energy Resources – 0.0002%
- Long Beach Water – 0.00014%
- Alameda Municipal Power – 0.002%

²https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/About_Us/Organization/Divisions/Office_of_Governmental_Affairs/Legislation/2016/Smart%20Grid%20Annual%20Report%20submitted%20January%201_2016.pdf



Advanced Meter Project Opt-Out Program

1. General

The Advanced Meter Project consists of replacing manually-read water meters with "advanced" meters that will automatically relay customer data on water usage to the District's billing system utilizing a system of radio antennas or "fixed network". The project will replace 21,108 water meters in the District's Service Area over a two-year period (2020-2022).

On October 20, 2020, the Las Virgenes Municipal Water District Board adopted an updated opt- out resolution for single family residential customers in preparation for the launch of the Advanced Meter Project implementation in January 2020.

2. Opt-Out Program Process and Application

The Opt-Out Program is for customers who voluntarily choose not to have an advanced meter installed. The program allows customers to have their meter read manually once a month by District staff.

If you choose to opt out, the following charges will be added to your monthly water bill:

- **An initial, one-time setup fee of \$150;**
- **A monthly meter reading fee of \$25 per month;**
- **An additional return trip fee will be charged if the meter cannot be accessed at the time of reading. (An additional meter read fee of \$65.00 will be charged for each additional attempt to read the meter);**
- **Forfeiture of leak adjustment program- customer will no longer be eligible for the District's leak adjustment program should a leak occur and/or if the customer has an existing active opt out policy on file;**
and
- **Forfeiture of participating in Conservation Rebates and Incentives Programs offered by the District.**



It is important to note that meters manually read will not have the water usage information uploaded into the District's meter data management system, preventing opt out customers from accessing and tracking their hourly consumption data, receiving leak notifications and viewing key customer information through a free online water tracking application. This creates missed opportunities for the homeowner to notice quickly if an issue, such as a water leak, does arise.

3. The Opt-Out Program Customer Requirements

Any customer with inefficient tier usage (150% over their allotted budget) for a period of 3 months within the previous 12-month period does not qualify to participate in the Opt-Out program.

The customer of record will be required to fill out, sign and submit the Advanced Meter Participation Request and Agreement Form (attached) to Opt-Out of the Advanced Meter Enhancement Program. Please submit forms to Las Virgenes Municipal Water District Customer Service Department. Forms will be reviewed and approved by the LVMWD Customer Service Team. Forms can be found at: <https://www.lvmwd.com/for-customers>. Requests must be submitted by the property owner, or with express written permission of the property owner.

These requests must be in writing. The original, signed application* may be sent by mail, email, or in person to Las Virgenes Municipal Water District via:

Email:

Customer_service@lvmwd.com

Mail, In Person, Drop Box:

Las Virgenes Municipal Water District

4232 Las Virgenes Road Calabasas, CA 91302

Attn: LV Tap Advanced Meter Enhancement Program Opt-Out Request

After a review for completeness by the Customer Service Team, a letter will be sent to the customer to indicate the change, and explain the opt-out charges that will appear on the customer's bill. This letter will also include the estimated date of installation of the non-advanced meter.



1. A non-advanced meter will be installed, and a door hanger will be left at the address to verify the opt-out for the property has begun. **The following month's utility bill will reflect the new charges.**
2. Meters will be read monthly by LVMWD staff.

Associated costs and fees for the program will be reviewed and may be re-assessed on an annual basis.

Please call Customer Service at (818) 251-2200 or E-mail customer_service@lvmwd.com to verify the type of meter at your property or for an explanation of the program.

Customers can request to change opt out status at any time. The same Advanced Meter Participation Request and Agreement Form (attached) must be submitted to the Customer Service Department.



ADVANCED METER PARTICIPATION REQUEST AND AGREEMENT FORM

____ **Opt-Out**

____ **Opt-In**

Customer of Record* _____

Account Number* _____

Name of Applicant* _____

Water Service
Address* _____

Phone _____ Email _____

Any Meter Access Concerns? ____ Yes ____ No

Please Indicate if gate is locked, dog, etc. _____

I request the Las Virgenes Municipal Water District to not install or un-install the advanced meter and install a non-advanced meter for the aforementioned property.

____ **Initials**

I understand that by signing this form, I acknowledge and agree to the following one-time fee of \$150, a monthly meter-reading fee of \$25.00, and the potential applicable return trip fee(s) of \$65.00 per attempt. _____ **Initials**

I understand by signing this form, I acknowledge and agree that I will no longer be eligible for the District's leak adjustment program should a leak occur. _____ **Initials**

I understand by signing this form, I acknowledge and agree that I will no longer be eligible to participate in the District's water conservation rebate and incentive programs.

____ **Initials**



Additionally, after 2 consecutive months of non-payment of fees or 3 months of inefficient water use within a 12 - month period, the District may determine that the opt-out agreement is no longer valid with the customer of record and may elect to install or re-install the advanced meter. Should this replacement occur, the customer of record will not be permitted to re-enroll in the opt-out program for a minimum of a 12- month period.

_____Initials

Opt Out Charge Description	Fee
One-time Fee for removal of advanced meter register and installation of manual-read meter- direct read register; set up and configure Meter Data Management System (MDMS) for manual monthly reads.	\$150.00
Monthly Meter Reading Fee for manual read of meter by LVMWD staff and upload of meter read into billing software by LVMWD customer service staff.	\$25.00
Return Trip Fee will be charged if the meter cannot be accessed at the time of reading. An additional meter read fee of \$65.00 would be charged for each additional attempt to read the meter. (Max 2 return trips per month)	\$65.00 per attempt
Two Months Consecutive Non-Payment of Fee or 3 Months of Inefficient Water Use within a 12 Month Period - the District may determine that the opt-out agreement is no longer valid with the customer of record and will install an advanced meter. Unpaid monthly charges and applicable fees, if any, will be due. Should this replacement occur, the customer of record will not be permitted to re-enroll in the opt-out program for a minimum of a 12-month period.	

Signed _____ Date _____

District Use only:

Date Received: _____ Account Holder Validation: _____ Staff: _____



Automated Metering Infrastructure (AMI) Opt-Out Program

Program Information

Customers who opt out of having a transmitting electric AMI meter will have an AMI meter installed with the radio transmitters turned off. Customers who opt out of having a water AMI meter will have the communication device removed from the water meter. Customers who choose to opt out will not be charged an exit fee, but will have to pay a fee for manually reading their electric and/or water meter. It is the customer's responsibility to ensure GWP has access to the meter on the day the meter is to be read. Additional fees apply for return trips to read the meter.

Customer Information

Name: (as it appears on your GWP utility bill)

GWP Account Number:

Daytime Phone Number:

Customer Address:

Meter Opt Out Options (Please circle choice for each meter)

Opt out of Electric Meter: Yes No

Opt out of Water Meter: Yes No

Customer Agreement

1. I am the customer of record on this electric and/or water account.
2. I understand that if I am opting out of the electric AMI meter program, I will have an electric AMI meter installed with the radio transmitters turned off.
3. I understand that if I am opting out of the water AMI meter program, the AMI radio transmitter will be removed.
4. I agree to give GWP unimpeded access to my meter(s) in order to read my meter(s) manually for billing purposes.
5. I understand that GWP will charge additional fees for return trips to read my meters if access is unavailable on the day the meter(s) is (are) scheduled to be read.
6. I understand that by opting out of the water meter, I will not be able to participate in the GWP's Water Leak Assistance Program and that GWP will not be able to advise me if there is a water leak on my property.
7. I agree to pay the following fees for opting out of the AMI meter program as applicable:

Electric AMI Meter Manual Reading fee - \$10.00 per billing period

Electric AMI Meter Manual Reading fee for each additional attempt to read an inaccessible meter - \$10.00

Electric AMI Meter and Water AMI Meter Manual Reading fee (if both meters are located in the same location) - \$10.00

Water AMI Meter Manual Reading fee - \$10.00 per billing period

8. Complete and sign this application and submit it to:

Glendale Water & Power

141 N. Glendale Ave. Level 2

Glendale, CA 91206

I have read and understand the customer agreement above and understand that I have chosen to opt out of the AMI Meter Program as indicated above. I understand the fees that are associated with my opt out choice. I certify that the information on this form is true and correct.

CUSTOMER SIGNATURE

DATE

FOR OFFICIAL USE ONLY - APPROVED BY

GWP REPRESENTATIVE

DATE

City of Azusa (Azusa Light & Water)

AMI OPT OUT CHARGE

ADVANCED METERING INFRASTRUCTURE (AMI) PROGRAM OPT-OUT CHARGE

Applicability:

This schedule is applicable to residential customers who elect to opt-out of the Advanced Metering Infrastructure (AMI) radio communication meter functionality. These charges are related to the costs of providing and reading disabled two-way radio communication meters.

Territory:

Within the City of Azusa utility service area for water service.

AMI Opt-out Fees:

1. A one-time set up charge in the amount of \$75.00 will be billed on the residential customer account for each disabled two-way radio communication meter located at the property. The fee applies to each individual disabled two-way radio communication water meter on the premises.
2. In addition to the applicable monthly Customer Charge for water service, as the same may be revised from time to time, a monthly fee in the amount of \$10 will be billed to the residential account for each disabled two-way radio communication metered service located at the property. The fee will cover the expense of manual meter reading and additional operational activities related to the disabled two-way radio communication meters.
3. In addition to the applicable monthly Customer Charge, for customers who are enrolled in the City's low-income customer program, a discounted \$5 monthly charge will be billed to the residential account for each disabled two-way radio communication metered service at the property. The documentation and requirements for eligibility in the Azusa Light & Water low-income customer program shall continue to apply.

Special Conditions:

- 1) Opt-out requests may only be made by the owner of the property.

- 2) Residential customers desiring to opt-out of the AMI radio communication meter functionality must complete an opt-out form within 30 days of being notified of the scheduled AMI meter installation.
- 3) Residential customers that have experienced meter tampering or manipulation, or have been disconnected for non-payment three times, will not be eligible to opt-out of the AMI meter installation.
- 4) Residential customers with meters that have historically been difficult to disconnect or obtain a reading for billing purposes will not be eligible to opt-out of the AMI meter installation. Meter locations will be evaluated by Azusa Light & Water staff for eligibility.
- 5) Commercial, Industrial and Solar customers shall not be eligible to opt-out of the AMI installation.
- 6) Multi-unit dwellings with homeowner and condominium associations may not collectively opt-out of AMI meter installations on behalf of individual residents who are members of the association. Individual residents who are owners of their residences and have individual connections for water service may submit a request a for disabled two-way radio communication meter service pursuant to the requirements set forth herein.

AMI Opt Out Form



Attachment 2

Advanced Meter Infrastructure (AMI) Opt-Out Program

Crescenta Valley Water District's AMI program has been implemented to provide customers timely and useful information such as the presence of a water leak and to provide more cost-effective service. Customers who opt out of having a transmitting electric AMI meter will:

1. Have an AMI meter installed with the radio transmitters turned off;
2. Have the communication device removed from the water meter (or opting into the AMI system after having opted out);
3. Be charged a fee for the additional cost of manually reading their water meter. It is the customer's responsibility to ensure CVWD has access to the meter on the day the meter is to be read. Additional fees apply for re-reads.

Customer Information

Property Address: _____ Account Number: _____

Owner Name: _____			
Address: _____	City: _____	State: _____	Zip Code _____
Contact Phone Number: _____	Email: _____		

Tenant Name: _____			
Address: _____	City: _____	State: _____	Zip Code _____
Contact Phone Number: _____	Email: _____		

Meter Opt-Out Options (check one)

Opt out of Water Meter Yes _____ No _____

Customer Agreement:

1. I am the customer of record on this water account.
2. I understand that if I am opting out of the electric AMI meter program, I will have an electric AMI meter installed with the radio transmitter turned off.
3. I understand that if I am opting out of the water AMI meter program, the AMI radio transmitter will be removed.
4. I agree to give CVWD unimpeded access to my meter to read my meter manually for billing purposes.
5. I understand that by opting out of the water meter, I will not be able to participate in the CVWD's Water Leak Assistance Program and that CVWD will not be able to advise me if there is a water leak on my property.
6. I agree to pay the following fees for opting out of the AMI meter program as applicable:

Opt Out Charge Description	Fee
One-time Fee for removal of advanced water meter connection to the AMI Network and configure Meter Data Management System (MDMS) for manual monthly reads. Fee is applied for reconnections subsequent to customer opting out.	\$60.00
Monthly Meter Reading Fee for manual read of meter by CVWD staff and upload of meter read into billing software by CVWD customer service staff.	\$25.00

I have read and understand the customer agreement above and understand that I have chosen to opt out of the AMI Meter Program as indicated above. I understand the fees that are associated with my opt out choice. I certify that the information on this form is true and correct.

Customer Signature Date

FOR OFFICIAL USE ONLY

CVWD Representative Date

APPENDIX C
CRESCENTA VALLEY WATER
DISTRICT
MISCELLANEOUS CHARGES AND
DISTRICT FORMS

CRESCENTA VALLEY WATER DISTRICT

APPENDIX C

MISCELLANEOUS CHARGES AND DISTRICT FORMS

New Account Fee	During office hours	\$40.00
	After office hours or weekends	\$60.00
Deposit Fee [Per Article 7.02.C]		\$100.00
Late Charge [Per Article 8.04.D]		\$25.00
Reconnection Charge [Per Article 8.03.F(1)]	During office hours	\$50.00
	After office hours or weekends	\$125.00
Cost of new lock and District labor & materials to repair for unauthorized turn-on		\$50.00
Returned Check Charge [Per Article 8.03.F(2)]		
	1 st occurrence	\$25.00
	Each additional occurrence	\$35.00
Meter Test Charge [Per Article 8.03.F(3)]		\$50.00
Pulled Meter Charge [Per article 8.03.F(4)]		\$50.00
Unauthorized Water Use [Per Article 8.03.F(5)]		\$1,000.00
Turn off at Main [Per Article 8.03.F(6)]	Actual cost to District	
Plan Check Fees [Per Article 11.01.D]	Parcel Maps	\$100.00
	Subdivisions -1 to 9 units	\$200.00
	Parcels or dwelling units:	
	10 - 19 units	\$300.00
	20 or more units	\$400.00
Fire Hydrant Test Fee [Per Article 11.13.C]		\$300.00

Installation of Water Services [Per Article 7.05A]:

The applicant will be charged an amount estimated to be the actual costs to the District of the installation and material for a service connection. An initial deposit will be required with a final payment or credit due upon completion.

Damaged Water Service Lateral Replacement [Per Article 8.02 I]

Prorated to remaining 50-year service life

Minimum Charge: \$500.00

Copies of District Records [Per Article 11.01] \$0.15/page after first ten pages*

*Members of the public are entitled to a maximum of ten (10) pages copied within any 60-day period at no charge.

AMI – Opt-Out [per Article 7.02 G]

One-time setup fee	\$60.00
Bi-monthly meter reading fee	\$25.00

AMI – Opt-in [per Article 7.02 G]

One-time setup fee	\$60.00
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Other Charges:

Where the District determines that a charge is appropriate for a particular service provided, which charge is not specified herein, the General Manager shall determine the amount to be charged the Customer.

RESOLUTION NO. 781
RESOLUTION OF THE BOARD OF DIRECTORS OF
CRESCENTA VALLEY WATER DISTRICT
ADOPTING MISCELLANEOUS CHARGE FOR AMI OPT-OUT
PROGRAM

WHEREAS, the Crescenta Valley Water District is a County Water District empowered under the State of California Water Code to apply rates and charges for its water service;

WHEREAS, the District has installed Advanced Meter Infrastructure (AMI) capable smart meters for its customers;

WHEREAS, AMI-capable smart meters are connected to a cellular AMI Network that transmits data to CVWD;

WHEREAS, customers can voluntarily Opt-Out of the District's Advanced Meter Infrastructure (AMI) program and meters will be read manually;

WHEREAS, the District has prepared a cost-of-service-based analysis for CVWD personnel to manually read and input water meter data;

WHEREAS, based on the cost-of-service analysis, a proposed establishment of a charge to manually read and input has been presented to the Board of Directors for customers that opt-out of the AMI program;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Crescenta Valley Water District that section 8.03(F)(9) is added to the District's Rules and Regulations as follows:

- 9. Charges for AMI – Opt-Out:** If a customer voluntarily opts out of the District's AMI program, the customer shall fill out, sign, and submit CVWD's AMI meter Opt-Out agreement for approval and a charge will be added to the Customers bi-monthly bill as shown in Appendix "C".

FURTHER RESOLVED, that Appendix C of the District's Rules and Regulations, Rates and Charges for Water Service, is amended to read as attached.

PASSED, APPROVED, AND ADOPTED at an Adjourned Meeting of the Board of Directors of Crescenta Valley Water District held on December 13, 2022. Resolution No. 781 was adopted by the following vote:

AYES: **Director Erikson**
 Director Johnson
 Director Tejada
 Director Raghavachary
 Director Bodnar

NOES:

President, Board of Directors
Crescenta Valley Water District

ATTEST:

**Secretary of the Board of Directors of
Crescenta Valley Water District**

I, JAMES LEE, Secretary of the Crescenta Valley Water District, DO HEREBY CERTIFY that the foregoing is a full, true and correct copy of Resolution No. 781 of the Board of Directors of Crescenta Valley Water District adopted at an Adjourned Meeting held on December 13, 2022, and that the same has not been amended or repealed.

DATED: December 13, 2022 **(S E A L)**