

## **Carpinteria Valley Water District**

### **Advanced Metering Infrastructure (AMI) Opt-out Program**

#### ***FREQUENTLY ASKED QUESTIONS (FAQ)***

##### *What is the District's AMI Program?*

The District is replacing its older mechanical water meters within its service area with new digital meters with no moving parts that can measure water use with greater accuracy. In addition to the meter change, the District will install a separate transmitter that can send data to receivers by radio. The AMI Program will improve efficiency and reduce costs by allowing the District to automatically read your meter and eliminating the need to visit your property each month to manually read it. Additionally, the new system will assist the District in detecting leaks, troubleshooting customer billing issues and providing helpful information to customers about their water use.

##### *What is the District's AMI Opt-out Program?*

We understand that some have concerns regarding the AMI equipment being installed at their residence and we want to be responsive to those concerns. While we believe the equipment is safe, the District is providing an AMI Opt-out Program for residential customers who prefer not to have the transmitter installed with their new water meter. The program allows customers to have their meter read manually at the end of every month.

##### *Who can opt-out?*

Any residential customer can opt-out. However, the request must be made by the CVWD customer of record (family members, neighbors, or landlords cannot act on behalf of another customer).

##### *How can I opt-out?*

To opt-out, a residential customer of record must complete and submit an opt-out application. This application may be obtained from the District website at [www.cvwd.net](http://www.cvwd.net) or by calling the District at 805 684-2816 and requesting an application. Applications are also available at the District office at 1301 Santa Ynez Ave, Carpinteria, CA.

##### *What will opting-out cost?*

There are two fees associated with the opt-out program – a set-up fee and a monthly meter reading fee. The set-up fee will be \$36.35 dollars and will appear on the monthly water bill of the month enrolled. The meter reading fee will be \$10.05 each month.

Why will there be costs to opt-out?

California's standard for metering is now smart meters. The District's Board of Directors has determined that those customers who choose the non-standard service should pay the costs for non-standard service. The costs cover the initial identification of the account as an opt-out account, monthly manual meter reading and associated operational and billing activities.

How long will the process take?

Once the District receives a signed opt-out form, the establishment of the account and the removal of the data collector / transmitter can occur in a 1 to 2 week period depending on the number of requests. For data recording and security purposes the District may elect to avoid removing the data collector / transmitter until after the close of the monthly billing cycle – usually at the end of the month. If you have special needs regarding the removal of the data collector / transmitter, call 805 684-2816 to schedule an appointment.

Transfer of service, un-enrolling and re-enrolling.

Set-up and monthly meter reading charges are not transferable between service addresses within the District and are not refundable should you choose to un-enroll in the opt-out program.

As per the terms and conditions on the opt-out form, anyone wishing to re-enroll in the opt-out program at the same service address must wait until 12 months after the preceding program termination date has passed. Re-enrolling in the program will result in new set-up fees and monthly meter reading fees.

Are unpaid set-up and monthly meter reading fees subject to collection activity, including service shutoff?

Yes. Unpaid fees will be included in past-due amounts which may be subject to collection activity.

Once enrolled in the opt-out program, how can I terminate participation and will I incur any costs?

To cancel your program participation and to schedule an installation appointment, please contact the District at 805 684-2816. There will be no charge for changes made to your account or for the installation of the data collector / transmitter.