

Updated Advanced Meter Opt-Out Policy

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Project Timeline

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Phase 1



Fall 2020
Installation of approximately
100 meters in a
pre-selected location

Phase 2



Early 2021
Installation of approximately 2,000
meters sporadically placed
throughout the LVMWD service area

Phase 3



Mid-2021 to Mid-2022
Full meter installation



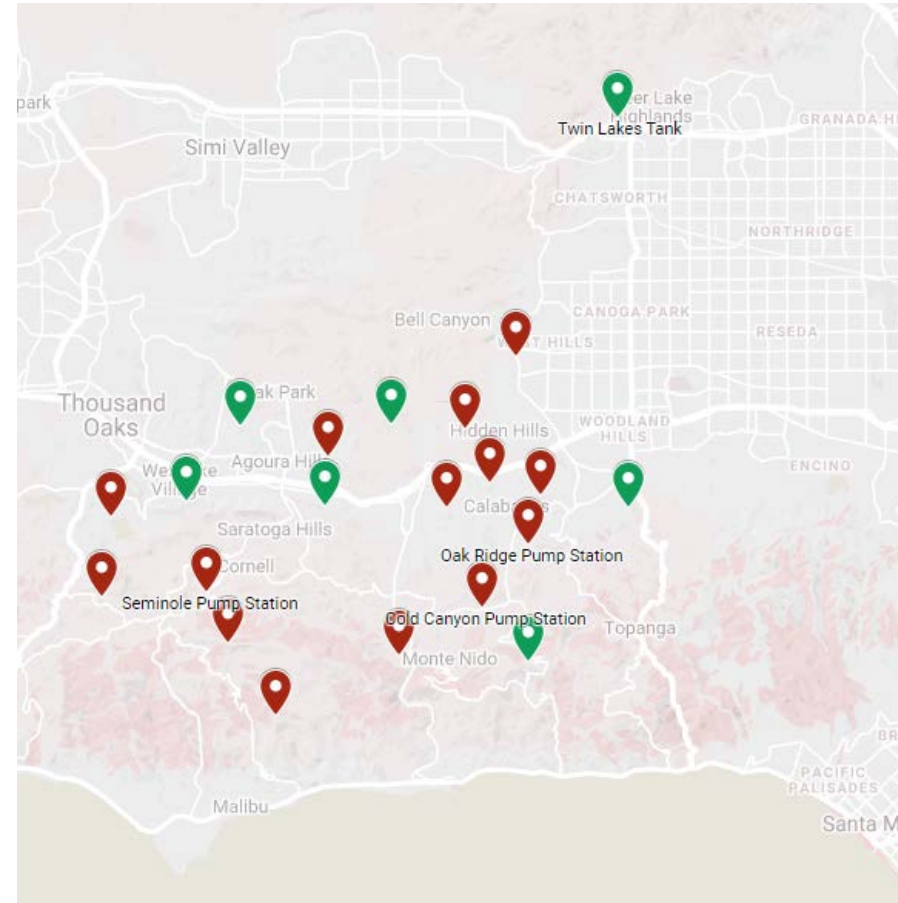
Alpha Phase

- ✓ Installed 114 Advanced Meters
- ✓ Installed 2 Data Collectors
- ✓ Introduced Ferguson Work Order Management System
- ✓ Launched Neptune 360 Meter Data Management System
- ✓ Testing to confirm network and software integration performance



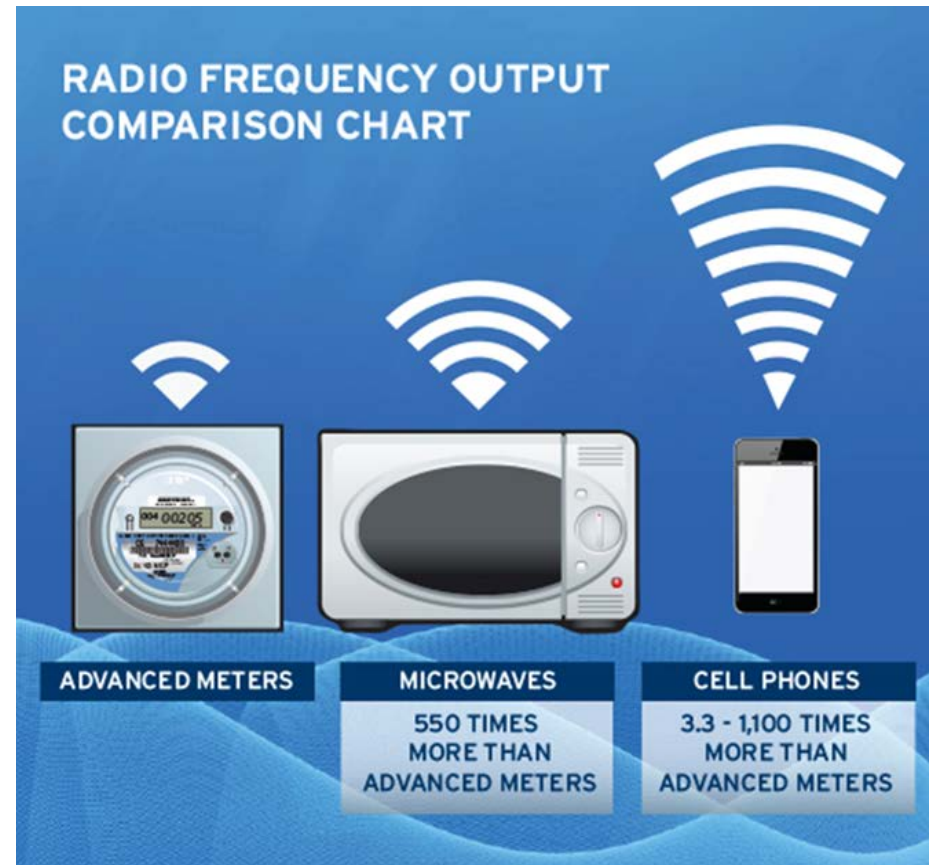
Beta Phase

- ✓ January 2021
- ✓ Install 2,000 additional meters
- ✓ Install 19 Data Collectors
- ✓ Meter installs scattered across District's Service Area
- ✓ System wide network testing
- ✓ Ensure data integration to billing system
- ✓ Full System Deployment and Installation – April 2021



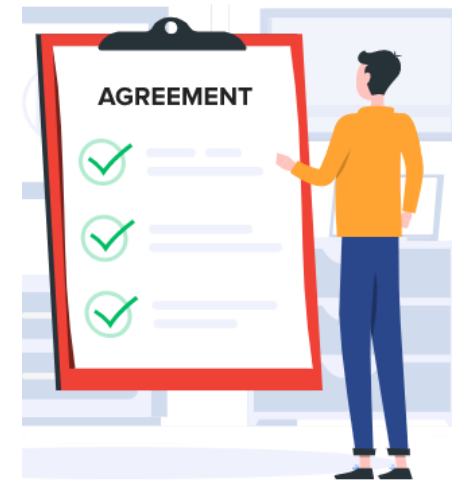
Opt-Out Program Background

- Existing Opt Out Program since 2012
- Concerns about health effects wireless signals and data security
- Project presumes 2% Opt – Out



Opt-Out Program Process and Application

- Customer of record – complete and submit Advanced Meter Participation Request and Agreement Form
- Forms reviewed and approved by Customer Service
- Letter mailed to explain “opt-out” charges and estimated date of installation
- A Non-Advanced Meter will be installed
- A door hanger will be left to verify “opt out”



Opt-Out Program Qualifications



Application Disqualification:

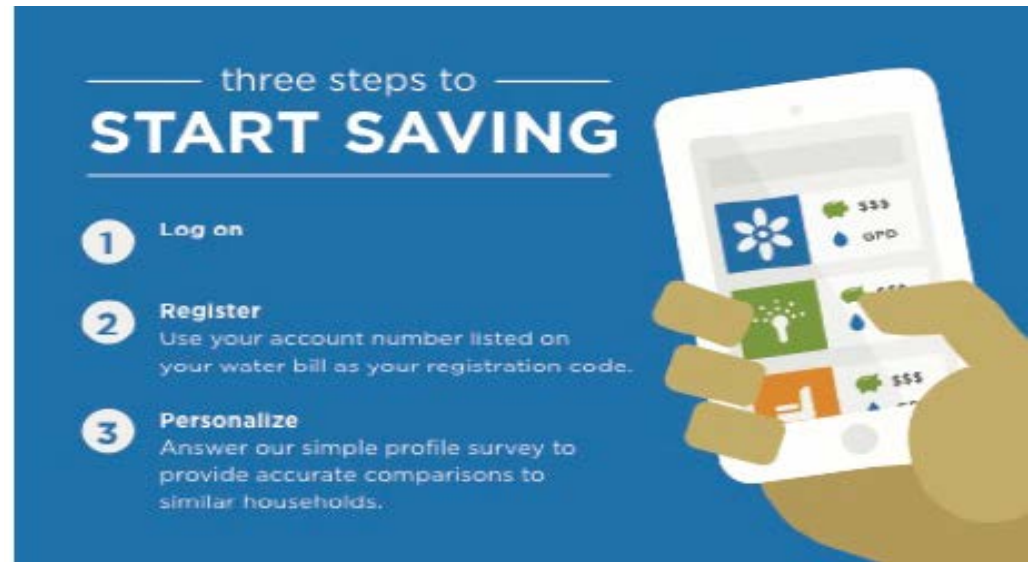
- Any customer with inefficient tier usage for a period of 3 months within the previous 12-month period does not qualify

Program Disqualification:

- 3+ months of inefficient water use within a 12-month period
- 2 consecutive months of non-payment of opt out charges/fees, or
- 2 consecutive months of non-payment of bill



Opt-Out Program Disincentives



- ✓ Forfeiture of leak adjustment program
- ✓ Forfeiture of participating in Conservation Rebate Programs offered by the District.
- ✓ Opt out customers – missed opportunities
 - No hourly consumption data
 - No leak detection and notification



Advanced Meter Benefits

	Advanced Meter	Non – Advanced Meter
Installation Fee	No	Yes
Monthly Fee	No	Yes
Set Up Fee	No	Yes
Hourly Water Use Information	Yes	No
Leak Detection and Alerts	Yes	No
24/7 Online Management Tool	Yes	No
Qualify for Leak Adjustments	Yes	No
Qualify to participate in District Conservation Rebate and Incentive Programs	Yes	No



Opt-Out Program Fees

Opt Out Charge Description	Fee
<p>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.</p>	\$150.00
<p>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.</p>	\$25.00
<p>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)</p>	\$65.00 per attempt
<p>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.</p>	



Recommendation

- Approve an Updated Advanced Meter Opt-Out Policy

