



# AMR Opt-Out Policy

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I c o i c lly o o ly i unless the account holder choses to opt out of AMR.

## AMR Opt-Out Frequently Asked Questions

### What is AMR?

AMR (Automated Metering Reading) is a method of reading meters using radio frequency (RF) as a means of communications between the meters and a mobile or handheld reading device.

### Who can opt out of the AMR program? How do I opt-out?

The Opt-Out program applies to customers with a Residential rate. ~~PPHFDDQ~~, ~~QXWUDFXWRPHVDSW~~ ~~DEOWRRSWRXRIWKVHYEH~~ Opt-Out acceptance may be declined if cuVWRPHY account is not current and in good standing.

All customers requesting to opt out of AMR are required to complete an Opt-Out service agreement form. Upon receipt of a completed form, we will perform a review to determine if the customer meets the eligibility criteria.

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### Are there costs associated with electing to opt out of the AMR program?

A one-time, initial setup fee of \$ per water meter to cover the cost of changing and reconfiguring the electric and water meters.

In addition to the standard monthly charges for utility services a meter reading charge of \$ is assessed each month to cover the cost of manual meter reads. The Opt-Out initial charge and the meter read fees are added to your utilities billing statement. If you would like to opt out for multiple ~~ORFDVRO~~ on your account, the initial setup charge and the meter read fee will apply to each additional ~~ORFDVRO~~



**Why do I have to pay to opt out of the AMR program?**

Our standard for metering is moving to AMR equipment, which has been reviewed and approved by the Dade County Water & Sewer Authority. We determined that the costs for non-standard service should be paid by those customers who choose the non-standard service. The opt out charges cover the costs of removing and reconfiguring the reading equipment and a monthly site visit to manually collect meter reads from the non-automated utility meters. Customer self-read and reporting is not available.

**Once I opt out, what will change?**

We will visit the premise and exchange the electric meter for a solid state electric meter that has the radio frequency (RF) communication transmitter disabled. By rendering the automated meter components inoperable, our personnel must visit the premise once each month to read the meter(s) thus requiring physical access to the meter.

**Are other utility companies offering this option?**

Yes. Many utilities across the country have this option. Our Opt-Out option follows the best practices that have been developed by other utilities.

**Will rates be affected by this program?**

The Opt-Out option does not affect the retail usage rates.

**Why do the water meters look the same as they did before the automated equipment was removed?**

The same standard meter types are used to measure consumption, the only difference is the RF transmitting module in each meter has either been removed or disabled.

**Once a customer opts out, will there still be RF frequency in/around their home?**

Yes. In today's hi-tech world, RF is emitted from wireless routers, cell phones, microwaves, baby monitors, TVs, etc. Additionally, any RF being emitted from communication towers or other meters in the area are also in the environment at all times.

**Once a customer opts out, can they opt back into automated meter reading?**

If you opt out, you are responsible for the associated fees incurred. If you opt out of the AMR program and then change your mind, the fees are not refundable.

Any customer that opts out, but subsequently elects to opt back in, will not incur any charges or fees to have the AMR equipment placed back in service. Customers may opt back into the AMR program by calling 706-657-4341.