

Littleton Electric Light & Water Departments
39 Ayer Road
Littleton MA 01460

Littleton Water Department
AMI Manual Meter Read Policy

All LWD Residential Customers

APPLICATION:

This adjustment applies to all accounts metered under LWD

DESCRIPTION OF PROVISION:

The Littleton Electric Light & Water Departments (LELWD) has set out to upgrade all customer connections with AMI (Advanced Metering Infrastructure) in order to replace the current customer connections that are equipped with AMR (Automated Meter Reading) which is at its end of life. This upgrade will allow LELWD to read both Electric and Water meters simultaneously and remotely to provide operational cost savings. This can also provide detailed information that will help customers better understand their electricity and water use. The water meters will detect leaks within the customer home, saving the customer money and conserving water. The current AMR meters transmit radio frequency every 15 seconds while AMI will only be transmitting frequency 3 times per day. Upgrading to these new meters will not raise customer charges.

Customers who do not want their home to be fully equipped with AMI will have two options to “opt-out”. If an opt-out option is chosen, it will be applied to both the Electric and Water service.

- Tier I (Soft) opt-out will restrict the AMI meter to only transmit Electric and Water meter reads once per month for billing purposes only. This eliminates all the benefits of having an AMI meter. There is no additional charge for Tier 1 opt-out.
- Tier II (Hard) opt-out will replace the AMI meter with a hardwired exterior touch pad meter in order to eliminate the use of a radio frequency. Due to the removal of a radio frequency, this will require LELWD to manually read and process your electric and water use for billing purposes only. Tier II opt-out will result in additional monthly fees to cover the cost of equipment replacement and labor for both Electric and Water service. Choosing this option will result in opting out of the Electric AMI meter which has additional charges (See LELWD Advanced Metering Infrastructure Opt-Out Policy).

Only LELWD residential customers who live in a single family home or an apartment with less than 4 dwellings are eligible to opt out. The owner of the utility account or when applicable, the property owner of a multifamily, must be in written agreement with this policy to opt-out. Apartment complexes of 4 or more dwellings are not eligible. Upon written requests with this policy, LELWD shall use its best efforts to exchange the meter as soon as possible,

depending on resource availability.

Any customer who chooses to opt-out after the initial deployment will be charged an initial fee for the removal of the existing AMI meter and the installation of the non-AMI meter, pursuant to the AMI Opt-Out Charges below. All customers who choose to opt-out, at any point, shall be charged a monthly AMI Opt-Out fee. LELWD will not assess any fees until after LELWD has installed the non-AMI meter. With a non-AMI meter, there is an additional fee for opting back to AMI, pursuant to the AMI Opt In fee.

In the circumstance of a new customer or an existing customer who subsequently wishes to have an AMI meter re-installed will be charged a “re-installation fee”. The re-installation fee will be charged for the removal of the non-AMI meter and the installation of an AMI meter. After an AMI meter has been re-installed, all AMI Opt Out charges will be terminated. If you have any concerns or special circumstances, contact us and we will work with you.

ADJUSTMENT:

The Advanced Metering Infrastructure Opt-Out Charges are as follows:

Water Service:

Manual Water Read (monthly)	\$25.00
Removal of the AMI Meter and Installation of Non-AMI Meter	\$100.00
Re-Installation of AMI Meter	\$100.00