

METER READING

RULE AND REGULATION 10

A. BILLING PERIOD

1. CPAU will attempt to read Water, Gas, and Electric Meters at consistent intervals ranging from 27-33 days for each Billing Period.
2. Under normal conditions, bills will be based upon actual Meter readings. Under abnormal conditions, such as, but not limited to Meter malfunction, lack of access to the Meter, or CPAU staffing limitations, the bill for a Billing Period may be based upon estimated Meter readings taken from the historical record of consumption at the Premises. To correct any inaccuracies arising from the use of an estimated Meter reading, CPAU will make reasonable efforts, but does not guarantee, that it will obtain a Meter reading for the following Billing Period based on an actual Meter reading.
3. CPAU may estimate bills for unmetered Utility Service, for Utility Service from Meters which have been tampered with, or where access has been denied or impeded by the Customer, by the best available means, which may include, but are not limited to: estimation by comparison to prior Billing Period for the same Premise and equivalent Billing Period for the prior year. Such bills shall be due and payable by the Customer.
4. When the estimated Meter reading is higher than the actual Meter reading, adjustments for consumption and cost will be made to the Customer's next regularly scheduled bill.

B. MULTIPLE METERS FOR SAME SERVICE

For the purpose of calculating Charges, each Meter on the Customer's Premises will be considered separately, and the readings of two or more Meters will not be combined, except as follows:

1. Where combinations of Meter Readings are specifically provided for in Rate Schedules or via contract with the Customer;
2. Where CPAU's operating convenience or necessity requires the installation of two or more Meters on the Customer's Premises.



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C. “CUSTOMER READS OWN METER” PROGRAM

The “Customer Reads Own Meter” program allows Customers to be responsible for the reading of CPAU Meters located on their property. The Customer sends the Meter readings to CPAU for entry into CPAU’s computer billing system. It is the Customer’s responsibility to furnish the readings to CPAU in accordance with the Meter reading schedule that CPAU will provide upon the Customer’s entry into the program. Customer participation in this program is at the sole discretion of CPAU.

1. If a Customer reading is not received by CPAU in time for billing, an estimated read(s) will be made by CPAU. Failure by the Customer to consistently provide Meter readings shall result in termination of participation in the “Customer Reads Own Meter” program.
2. In the event the Customer fails to provide readings for two consecutive months, CPAU may require the Customer to provide access to the Meters, or relocate them, at the Customer’s expense, to an accessible location on the property, in accordance with such CPAU Rules and Regulations, procedures, and standards that apply to relocation of Service.
3. On an annual basis, CPAU will read the Meters for verification. For such purposes, Meter access by CPAU personnel at reasonable hours must be provided by the Customer.

D. OPT-OUT OF ELECTRIC AND GAS ADVANCED METERING

Customers may choose to opt out and temporarily keep their existing (legacy) Meter by notifying CPAU before a new Advanced Metering Infrastructure (AMI)-enabled Meter is installed. If Customer contacts the CPAU after the AMI Meter is installed, the AMI Meter’s radio transmission communications will be turned off and disabled remotely, and Meters will be read manually.

Unless Customer specifically opts out in the advertised opt-out period:

- All Customers will be upgraded to advanced metering
 - New accounts will automatically participate in advanced metering.
1. Eligible Customers
 - Customers selecting to opt out of AMI (either with legacy Meter or inactive advanced Meter) must participate in the “Customer Reads Own Meter” program.
 - Customer must sign a form acknowledging fees, terms, and conditions of the “Customer Reads Own Meter” program.



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- As part of the “Customer Reads Own Meter” program, Customer must provide access for CPAU to read the Meters for verification on an annual basis. For such purposes, Customer must provide Meter access to CPAU personnel during regular business hours.
- Customer must opt out at the Account level, and the opt out must be completed by the Account holder.

2. Ineligible Customers

Customer will be ineligible to opt out or Customer’s prior opt-out selection will be revoked if a Customer has a record of any of the following:

- Equipment tampering or electric/water/gas diversion
- Account is not current, not in good standing, or not in compliance with Utility Rules and Regulations
- Obstructed Meter access for Meter reading and/or Meter maintenance
- A Meter site location that CPAU deemed inaccessible or hazardous for City of Palo Alto personnel to access.

3. Opt-out Fees

- a. Set Up Charge. The set up Charge is per residence, not per Meter. If Customer has both an electric and gas Meter at their property, only one setup charge will be added to the Account billing statement. However, if Customer would like to opt- out for other residences on their Account, there is a setup Charge for each additional location.
 - Legacy electric/gas meters: A one-time non-refundable set up Charge in the amount shown in Rate Schedule C-1 will be billed on the residential Customer Account. For Customers in the low-income program RAP, a reduced the one-time non-refundable set up Charge as set forth in Rate Schedule C-4 will be billed on the residential Customer Account.
- b. Monthly Fees. In addition to the applicable monthly Customer Charge for Service, a non-refundable monthly fee as shown in Rate Schedule C-1 will be billed to the residential Account. For Customers in the low-income program RAP, a non-refundable monthly fee in the amount shown in Rate Schedule C-4 will be billed to the residential Account. The fee will cover the expense of processing Customer self- reads.
- c. There is no fee to opt in to AMI.

4. Opt-out Process:

- a. Enrollment in Opt-out program:



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For Customer's convenience, there are multiple ways to opt out of the advanced Meter program.

- Use the online form on the CPAU Advanced Metering Infrastructure webpage.
- Submit an opt-out request by visiting the City of Palo Alto Utilities Office, 250 Hamilton Ave. Ground Floor, Palo Alto CA 94301.
- By phone, by calling at (650) 329-2161.

b. Meter Maintenance and Reading for Opt-out Customers

- Customers who opt out of advanced metering infrastructure (AMI) can keep their existing legacy meter until the opt out period expires.
- If an advanced Meter has been installed or a legacy Meter is not available, CPAU will disable the advanced Meter's radio transmission communications.
- Customer will be required to participate in the CPAU "Customer Reads Own Meter" program. This program allows a Customer to read (or photograph) their own Meter and submit that information to CPAU on a monthly basis.

Submit Reads:

Email: meter.readings@cityofpaloalto.org

Mail preprinted Meter Read Cards:

City of Palo Alto Utilities, Ground Floor

Palo Alto, CA 94301

Online, through the Meter Reading Form

D.E. METER READING ERRORS

Under certain circumstances, CPAU will adjust a Customer's bill for reasons of accuracy. (See CPAU Rule 11 regarding billing adjustments related to error or malfunction.)

1. Meter reading errors may be brought to the attention of CPAU by the Customer or identified by a computer generated report as part of the billing review process.
2. When a Meter reading error has been identified, the Customer will be notified of the correction within 30 calendar days.

(END)

