



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD



TO: Commissioners Mital, Schlossberg, Helgeson, Brown and Carlson
 FROM: Julie McGaughey, Chief Customer Officer
 DATE: June 29, 2020
 SUBJECT: Customer Service Policy Revisions
 OBJECTIVE: Information

Issue

Management periodically reviews Board policy and recommends revisions to align with updated laws, regulations, conditions in the field, and/or strategic direction. Based on conversations by Executive Team and guidance from legal counsel around increasing the psychological safety of EWEB’s field staff, Management reviewed EWEB’s Customer Service policies and is recommending revisions.

Background

The current exceptions allowed to Smart Meter deployment, listed in Section 4.2, do not allow EWEB to mandate a Smart Meter in the event of speech or conduct by a customer that is harassing or discriminatory, unless it is objectively not safe. EWEB is proposing an additional condition that allows for greater utility discretion around required Smart Meter installation

Discussion

Management is proposing the following two edits to the Customer Service Policy - All Utilities. Below is the existing policy and the proposed change in red:

<p>4.2 Advanced Meter Deployment With a few exceptions, any Account Holder can Opt Out of an advanced meter Deployment by contacting EWEB’s Customer Service department. Customers who chose to Opt Out will not have access to advanced services that require communicating meters. Advanced services include, but are not limited to, automated power outage reporting, water leak detection, detailed Consumption information, time-of-use metering, or prepaid services. Exceptions to the Opt-Out option are if any of the following conditions apply:</p> <ol style="list-style-type: none"> 1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services. 	<p>4.2 Advanced Meter Deployment With a few exceptions, any Account Holder can Opt Out of an advanced meter Deployment by contacting EWEB’s Customer Service department. Customers who chose to Opt Out will not have access to advanced services that require communicating meters. Advanced services include, but are not limited to, automated power outage reporting, water leak detection, detailed Consumption information, time-of-use metering, or prepaid services. Exceptions to the Opt-Out option are if any of the following conditions apply:</p> <ol style="list-style-type: none"> 1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services.
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<p>2. Customer or Account Holder has not provided safe and necessary access to meters.</p>	<p>2. Customer or Account Holder has not provided safe and necessary access to meters.</p> <p>3. A condition on the property or conduct of the Customer, or anyone under the Customer’s reasonable control, significantly affects an employee’s ability to perform work related functions due to a protected status such as, but not limited to, race or sex.</p>
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If a Customer meeting the third exception wants to Opt Out of Smart Meter deployment, and EWEB agrees, EWEB would have the right to estimate usage instead of sending a meter reader to the property. In this case, section 2.1 would need to be changed slightly as noted below:

<p>2.1 General Billing Information EWEB will issue bills on a periodic basis based on actual Consumption. Reference to “one month’s service” relates to the billing period but does not necessarily correlate to a calendar month. EWEB reserves the right to read meters and present bills for longer or shorter periods. In the event that a meter is inaccessible for any reason, EWEB reserves the right to estimate the water and/or electric Consumption and to issue bills calculated upon estimated usage and applicable fees. Opening and closing bills will be prorated to reflect actual usage.</p>	<p>2.1 General Billing Information EWEB will issue bills on a periodic basis based on actual Consumption. Reference to “one month’s service” relates to the billing period but does not necessarily correlate to a calendar month. EWEB reserves the right to read meters and present bills for longer or shorter periods. In the event that a meter is inaccessible for any reason, or the Customer has opted out of advanced meter services and the meter cannot be read for any reason, EWEB reserves the right to estimate the water and/or electric Consumption and to issue bills calculated upon estimated usage and applicable fees. Opening and closing bills will be prorated to reflect actual usage.</p>
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The proposed revisions have been reviewed and suggested by legal counsel. After Board review, this policy update will be brought to the Board for approval.

Recommendation and Requested Board Action

There is no requested Board action at this time. After incorporating feedback from the board, Management will propose a resolution at the August board meeting.