



MEMORANDUM
EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Schlossberg, Brown, Carlson, Barofsky and McRae
FROM: Julie McGaughey, Chief Customer Officer, Rod Price, Chief Engineering and
Operations Officer, and Simrat Khalsa, Strategic Program Manager
DATE: February 18, 2021
SUBJECT: AMI Policy Updates to Support Deployment

Issue

Advanced metering is a fundamental part of EWEB's efforts to modernize our electric grid and water distribution network. We want to provide customers with better service, build a more resilient community, and create a cleaner energy future. The existing policy section 4.2 was written at the start of smart meter deployment and is now in need of revision to support the end state of full deployment.

Background

The AMI program is strategically important and therefore tactical activities, including milestones and timelines, are included in EWEB's annual goals (2021 #2) and reported in each Quarterly Report and occasionally as separate correspondence (e.g. November 2020). As we have a new Board in place and upcoming policy updates, what follows are suggested policy changes to support the transition of the legacy metering to smart meter systems.

Discussion

Customer Service Policy – Propose Revisions

Below are proposed changes to the customer policy that align with full deployment of smart meters, and with the remainder of the deployments to be completed. Management proposed that the more detailed information on how the Opt-out program functions be moved to an operations level document.

Staff proposes changing the definition of Opt-out to more clearly indicate that EWEB's standard equipment includes smart meters. This change maintains the same parameters of the current Opt-out program allowing customer choice regarding meter communication. Standardized programming and equipment will support contracted mass deployment efficiency for meter installations by Utility Partners of America (UPA) over the coming year.

Moving certain details to an implementation-level policy will allow for operational processes to adjust more readily to changes driven by operations and billing process updates and technical

constraints. As we look beyond installing meters, staff proposes moving from deployment language to language describing maintenance of standard equipment (smart meters.)

Summary of Changes (reference attachment for full markup):

1. Change title of section 4.2 from “Advanced Meter Deployment” to “Opt-out Program for Communicating Meters”
2. Remove references to “deployment” and “deployed” and shift to “communicating/non-communicating” terminology
3. Remove details regarding what products/services customer will not have access to when opting out of having their meter in communicating mode
4. Remove details of the Opt-out program that are operational in nature. Move these details to operational policy
5. Add two points to exceptions areas:
 - a. Account Holders on a General Service Price Schedule
 - i. We do not currently have equipment that will allow for Opt-out for General Service accounts
 - b. Customers enrolled in a program that requires a communicating meter
 - i. Program currently include, but are not limited to: leak detection, automated power outage reporting, detailed usage information
6. Replace “deployed” with “communicating” in three instances in Appendix A – Utility Service Charges and Prices
7. Redefine “Opt-out” to allow for upgrade of meters for customers who have opted out.

Request Board Action

Management recommends approval of resolution 2109, to revise the Customer Service Policy as outlined in the attachment.

Attachments

Attachment 1 - Customer Service Policy - All Utilities (excerpts containing edited sections of policy with proposed revisions displayed in redline as well as a clean copy with proposed revisions highlighted).

The full Customer Service Policy can be viewed at <http://www.eweb.org/Documents/documents-publications-policies/customer-service-policy-and-appendices.pdf>.



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Customer Service Policy

4.1 General Information

EWEB will own, install and maintain all necessary meters for measuring the amounts of Utility Services consumed by Customers. Under certain circumstances, un-metered Utility Service may be provided at the option of EWEB (see Electric Utility Operational Policy, Electric Service Conditions, and Water Utility Operational Policy, Water Service Conditions).

~~For a Customer requested meter change, the Customer will pay the cost based on EWEB's current Price Schedules.~~ All meters serving a Customer's Premises will be considered separately and the readings not combined. When an additional meter(s) is installed to serve a Customer's Premises, each additional meter will be served under the same Price as the existing meter if such meter serves Load that is an integral part of the Customer's existing use and is of the same phase and voltage. Applicable basic charge(s) or minimum charge(s) will apply to each meter.

Commented [FL1]: Customer-requested meter replacements are not generally available.

Common-use Facilities associated with multifamily structures comprised of more than four (4) Living Units will be served on the General Service Price Schedule and must be billed in the name of the Property Owner. Where a Master Meter is installed, EWEB will not furnish or read auxiliary or sub-meters used for the Customer's convenience, except under contractual agreement.

Meters registering no Consumption for 730 consecutive days may be removed, along with their associated service and related equipment.

4.2 ~~Advanced Meter Deployment~~ Opt-out Program for Communicating Meters

~~With a few exceptions, An authorized any Account Holder can may enroll in EWEB's Opt-o-Out of an advanced meter Deployment program to have their meter in a non-communicating mode, 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 Account Holders will not be allowed to the the~~ Opt-Out option ~~are~~ if any of the following conditions apply:

1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services.
2. Customer or Account Holder has not provided safe and necessary access to meters.
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.
4. Account Holders on a General Service Price Schedule.
- 3.5. Customer enrolled in a program that requires a communicating meter.

~~An Account Holder's Opt-O-out preference applies to all services on an account. €Customers who chose to Opt-o-Out will not have access to advanced services that require communicating meters. To enroll in EWEB's Opt-out program, contact EWEB's Customer Service department. Advanced~~

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Customer Service Policy

~~services include, but are~~ For additional details on EWEB's Opt-out program, please see eweb.org or contact Customer Service.

~~not limited to, automated power outage reporting, water leak detection, detailed Consumption information, time-of-use metering, or prepaid services.~~ Where Account Holders are eligible to Opt Out, advance notification will be provided prior to the initial Deployment of an advanced meter at a Premise. Prior notice may not be possible in some cases due to safety concerns for emergency restoration or if time is of the essence. In the cases where prior notice cannot be provided, EWEB will provide follow-up notification and information with details about Deployment options.

Account Holders on a General Service Price Schedule may exchange a previously installed Deployed meter for a non-communicating meter. The General Service Account Holder will reimburse EWEB for the Actual Costs of exchanging the meter.

~~An Account Holder's Opt Out preference applies to all services on an account. An Account Holder's Opt Out preference is tied to a specific account. An Account Holder who moves to a new Premise and wishes to maintain their Opt Out preference will need to make a new Opt Out request through EWEB's Customer Service department.~~

If an Account Holder is in the collection process, has received a final non-payment notice, and chooses to Deploy an advanced meter, the non-pay disconnect charge will be waived. If the Account Holder subsequently chooses to Opt Out at the same premise, future disconnect charges will not be waived.

Commented [SK2]: This information will be moved to operational level policy regarding the Opt-out Program.

APPENDIX A - UTILITY SERVICE CHARGES AND PRICES

Move In/Move Out/Transfer

Next business day or with ~~deployed-communicating~~ smart meter
..... No Charge Same business day, per trip (Resolution No. 1828).....\$65.00

Suspension and Restoration of Service (per trip)

Suspension of service with ~~deployed-communicating~~ smart meter
No charge Suspension during business hours (Resolution No. 1828)
\$40.00
Suspension of service at source due to lack of access* \$200.00

Restoration request with ~~deployed-communicating~~ smart meter
..... No charge Restoration request during business hours
(Resolution No. 1828) \$25.00 Restoration request after business hours,
per trip (Resolution No. 1828).....\$160.00

*For services which are suspended at the source, restoration is offered until 3:00 PM, Monday through Friday, excluding EWEB-observed holidays.

Eugene Water & Electric Board

Customer Service Policy

APPENDIX G – GLOSSARY

Opt-out: The ability for an authorized Account Holder to ~~choose not to Deploy~~ have their meter set to a non-communicating mode.



4.0 METERING

4.1 General Information

EWEB will own, install and maintain all necessary meters for measuring the amounts of Utility Services consumed by Customers. Under certain circumstances, un-metered Utility Service may be provided at the option of EWEB (see Electric Utility Operational Policy, Electric Service Conditions, and Water Utility Operational Policy, Water Service Conditions).

All meters serving a Customer's Premises will be considered separately and the readings not combined. When an additional meter(s) is installed to serve a Customer's Premises, each additional meter will be served under the same Price as the existing meter if such meter serves Load that is an integral part of the Customer's existing use and is of the same phase and voltage. Applicable basic charge(s) or minimum charge(s) will apply to each meter.

Common-use Facilities associated with multifamily structures comprised of more than four (4) Living Units will be served on the General Service Price Schedule and must be billed in the name of the Property Owner. Where a Master Meter is installed, EWEB will not furnish or read auxiliary or sub-meters used for the Customer's convenience, except under contractual agreement.

Meters registering no Consumption for 730 consecutive days may be removed, along with their associated service and related equipment.

4.2 Opt-out Program for Communicating Meters

An authorized Account Holder may enroll in EWEB's Opt-out program to have their meter in a non-communicating mode. Account Holders will not be allowed the Opt-out option if any of the following conditions apply:

1. Customer or Account Holder has Tampered with EWEB Facilities or Diverted Utility Services.
2. Customer or Account Holder has not provided safe and necessary access to meters.
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.
4. Account Holders on a General Service Price Schedule.
5. Customer enrolled in a program that requires a communicating meter.

An Account Holder's Opt-out preference applies to all services on an account. Customers who chose to Opt-out will not have access to advanced services that require communicating meters. To enroll in EWEB's Opt-out program, contact EWEB's Customer Service department. For additional details on EWEB's Opt-out program, please see eweb.org or contact Customer Service.

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Customer Service Policy

APPENDIX A - UTILITY SERVICE CHARGES AND PRICES

Move In/Move Out/Transfer

Next business day or with communicating smart meter	No Charge
Same business day, per trip (Resolution No. 1828).....	\$65.00

Suspension and Restoration of Service (per trip)

Suspension of service with communicating smart meter	No charge
Suspension during business hours (Resolution No. 1828)	\$40.00
Suspension of service at source due to lack of access*	\$200.00

Restoration request with communicating smart meter	No charge
Restoration request during business hours (Resolution No. 1828)	\$25.00
Restoration request after business hours, per trip (Resolution No. 1828).....	\$160.00

*For services which are suspended at the source, restoration is offered until 3:00 PM, Monday through Friday, excluding EWEB-observed holidays.

APPENDIX G – GLOSSARY

Opt-out: The ability for an authorized Account Holder to have their meter set to a non-communicating mode.

**RESOLUTION NO. 2109
MARCH 2021**

**EUGENE WATER & ELECTRIC BOARD
RESOLUTION APPROVING REVISIONS TO CUSTOMER SERVICE POLICY**

WHEREAS, the Eugene Water & Electric Board (EWEB) is a customer-owned municipal utility chartered to operate and maintain the Water and Electric Utility systems;

WHEREAS, the Eugene Water & Electric Board (EWEB) maintains a Customer Service Policy that contains the full body of policies regarding provision of service to customers;

WHEREAS, in accordance with Board Policy SD3 the Board of Commissioners periodically reviews said policies and approves all substantive changes;

WHEREAS, the Board of Commissioners has reviewed modifications to the Customer Service Policy; foremost revisions include:

1. Updates to section 4.2 regarding Eugene Water & Electric Board (EWEB)'s Opt-out Policy
2. Remove references to "deployment" and "deployed" and shift to "communicating/non-communicating" terminology
3. Additional conditions where customers' ability to Opt-out of Advanced Meter Deployment is restricted
4. Redefine Opt-out

NOW, THEREFORE, BE IT RESOLVED the Eugene Water & Electric Board hereby approves the revisions to EWEB's Customer Service Policy as presented at the March 2, 2021 meeting. The revisions are effective as of March 3, 2021.

DATED this 2nd day of March 2021.

THE CITY OF EUGENE, OREGON
Acting by and through the
Eugene Water & Electric Board

President

I, ANNE M. KAH the duly appointed, qualified, and acting Assistant Secretary of the Eugene Water & Electric Board, do hereby certify that the above is a true and exact copy of the Resolution adopted by the Board at its March 2, 2021 Board Meeting.

Assistant Secretary