



## **Advanced Meter Project Opt-Out Program**

### **1. General**

The Advanced Meter Project consists of replacing manually-read water meters with “advanced” meters that will automatically relay customer data on water usage to the District’s billing system utilizing a system of radio antennas or “fixed network”. The project will replace 21,108 water meters in the District’s Service Area over a two-year period (2020-2022).

On October 20, 2020, the Las Virgenes Municipal Water District Board adopted an updated opt- out resolution for single family residential customers in preparation for the launch of the Advanced Meter Project implementation in January 2020.

### **2. Opt-Out Program Process and Application**

The Opt-Out Program is for customers who voluntarily choose not to have an advanced meter installed. The program allows customers to have their meter read manually once a month by District staff.

**If you choose to opt out, the following charges will be added to your monthly water bill:**

- **An initial, one-time setup fee of \$150;**
- **A monthly meter reading fee of \$25 per month;**
- **An additional return trip fee will be charged if the meter cannot be accessed at the time of reading. (An additional meter read fee of \$65.00 will be charged for each additional attempt to read the meter);**
- **Forfeiture of leak adjustment program- customer will no longer be eligible for the District's leak adjustment program should a leak occur and/or if the customer has an existing active opt out policy on file;**  
**and**
- **Forfeiture of participating in Conservation Rebates and Incentives Programs offered by the District.**



It is important to note that meters manually read will not have the water usage information uploaded into the District's meter data management system, preventing opt out customers from accessing and tracking their hourly consumption data, receiving leak notifications and viewing key customer information through a free online water tracking application. This creates missed opportunities for the homeowner to notice quickly if an issue, such as a water leak, does arise.

### **3. The Opt-Out Program Customer Requirements**

***Any customer with inefficient tier usage (150% over their allotted budget) for a period of 3 months within the previous 12-month period does not qualify to participate in the Opt-Out program.***

The customer of record will be required to fill out, sign and submit the Advanced Meter Participation Request and Agreement Form (attached) to Opt-Out of the Advanced Meter Enhancement Program. Please submit forms to Las Virgenes Municipal Water District Customer Service Department. Forms will be reviewed and approved by the LVMWD Customer Service Team. Forms can be found at: <https://www.lvmwd.com/for-customers>. Requests must be submitted by the property owner, or with express written permission of the property owner.

**These requests must be in writing.** The original, signed application\* may be sent by mail, email, or in person to Las Virgenes Municipal Water District via:

Email:

Customer\_service@lvmwd.com

Mail, In Person, Drop Box:

**Las Virgenes Municipal Water District  
4232 Las Virgenes Road Calabasas, CA 91302  
Attn: LV Tap Advanced Meter Enhancement Program Opt-Out Request**

After a review for completeness by the Customer Service Team, a letter will be sent to the customer to indicate the change, and explain the opt-out charges that will appear on the customer's bill. This letter will also include the estimated date of installation of the non-advanced meter.



1. A non-advanced meter will be installed, and a door hanger will be left at the address to verify the opt-out for the property has begun. **The following month's utility bill will reflect the new charges.**
2. Meters will be read monthly by LVMWD staff.

*Associated costs and fees for the program will be reviewed and may be re-assessed on an annual basis.*

Please call Customer Service at (818) 251-2200 or E-mail [customer\\_service@lvmwd.com](mailto:customer_service@lvmwd.com) to verify the type of meter at your property or for an explanation of the program.

**Customers can request to change opt out status at any time. The same Advanced Meter Participation Request and Agreement Form (attached) must be submitted to the Customer Service Department.**



**ADVANCED METER PARTICIPATION REQUEST AND AGREEMENT  
FORM**

\_\_\_\_ **Opt-Out**                      \_\_\_\_ **Opt-In**

Customer of Record\* \_\_\_\_\_

Account Number\* \_\_\_\_\_

Name of Applicant\* \_\_\_\_\_

Water Service  
Address\* \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Any Meter Access Concerns? \_\_\_\_ Yes \_\_\_\_ No

Please Indicate if gate is locked, dog, etc. \_\_\_\_\_  
\_\_\_\_\_

I request the Las Virgenes Municipal Water District to not install or un-install the advanced meter and install a non-advanced meter for the aforementioned property.

\_\_\_\_\_ **Initials**

I understand that by signing this form, I acknowledge and agree to the following one-time fee of \$150, a monthly meter-reading fee of \$25.00, and the potential applicable return trip fee(s) of \$65.00 per attempt. \_\_\_\_\_ **Initials**

I understand by signing this form, I acknowledge and agree that I will no longer be eligible for the District's leak adjustment program should a leak occur. \_\_\_\_\_ **Initials**

I understand by signing this form, I acknowledge and agree that I will no longer be eligible to participate in the District's water conservation rebate and incentive programs. \_\_\_\_\_ **Initials**



Additionally, after 2 consecutive months of non-payment of fees or 3 months of inefficient water use within a 12 - month period, the District may determine that the opt-out agreement is no longer valid with the customer of record and may elect to install or re-install the advanced meter. Should this replacement occur, the customer of record will not be permitted to re-enroll in the opt-out program for a minimum of a 12- month period.

\_\_\_\_\_Initials

Opt Out Charge Description	Fee
<b>One-time Fee</b> for removal of advanced meter register and installation of manual-read meter- direct read register; set up and configure Meter Data Management System (MDMS) for manual monthly reads.	\$150.00
<b>Monthly Meter Reading Fee</b> for manual read of meter by LVMWD staff and upload of meter read into billing software by LVMWD customer service staff.	\$25.00
<b>Return Trip Fee</b> will be charged if the meter cannot be accessed at the time of reading. An additional meter read fee of \$65.00 would be charged for each additional attempt to read the meter. (Max 2 return trips per month)	\$65.00 per attempt
<b>Two Months Consecutive Non-Payment of Fee or 3 Months of Inefficient Water Use within a 12 Month Period - the District may determine that the opt-out agreement is no longer valid with the customer of record and will install an advanced meter. Unpaid monthly charges and applicable fees, if any, will be due. Should this replacement occur, the customer of record will not be permitted to re-enroll in the opt-out program for a minimum of a 12-month period.</b>	

Signed \_\_\_\_\_ Date \_\_\_\_\_

**District Use only:**

Date Received: \_\_\_\_\_ Account Holder Validation: \_\_\_\_\_ Staff: \_\_\_\_\_