



City of Petaluma

Advanced Metering Infrastructure (AMI) Opt-Out Request Application

The City of Petaluma is upgrading our water meter technology to Advanced Metering Infrastructure (AMI) to enhance our customer service, promote water conservation and help us and you save water. AMI is a system of meters, communication networks, and software that transfers water usage information and service alerts over a secure, wireless network to a central database. The wireless network leverages existing cellular towers and the secure machine to machine LTE broadcast network to securely transmit data. The data transmission occurs four times a day and is equivalent to a short text message. This information is used to prepare water bills, analyze water usage trends, provide customers with 15-minute interval water usage information, and notify customers of potential leaks.

The AMI Opt-Out Application is for customers who voluntarily choose not to have their meter upgraded to AMI. By opting-out, the customer will lose the benefits listed below in the technology comparison:

Technology Comparison	AMI	AMR (Current System)
Access to near real-time water usage information via the customer portal: Eye on Water	Yes	No
Leak detection and alerts	Yes	No
Improved customer service with quick access to water usage information	Yes	No
Eligibility for Leak Adjustment Rebate programs	Yes	No
Monthly manual reading fee	\$0	\$20

AMI Opt-Out Fees

If a customer chooses to opt-out of AMI, the customer will have a monthly manual reading fee added to their account to cover the City tasks required to obtain consumption information and bill the customer. Opt-out customers require the City to exert supplementary effort, since the water usage information is collected and processed differently from the majority of water customers.

- A monthly meter reading fee of **\$20** in addition to the applicable monthly charges for water and wastewater services will be added to each bill to cover the costs of a City staff member traveling to the customer's house to collect the meter read and process separate billing.
- If opt-out customer moves to a new water service location within the City, a new Opt-Out Request Application will need to be submitted.



AMI Opt-Out Requirements

1. Opt-out requests may only be made by the City account holder and accept financial responsibility of all monthly fees associated with the opt-out request.
2. Customers applying to opt-out must be the property owner of the service address submitted in the Opt-Out form. Renters who would like to opt-out shall have the property owner submit the Opt-Out form on their behalf.

AMI Opt-Out Request Application Process

If you would like to opt-out of the City's AMI project, please fill out, sign and submit the form below to publicworks@cityofpetaluma.org or via mail to:

City of Petaluma Public Works & Utilities Dept.
202 N McDowell Blvd
Petaluma, CA 94954

Upon receipt of your completed application, Public Works staff will review and determine if the AMI Opt-Out Request Application is approved or denied based on the AMI opt-out requirements and will send confirmation once the application status is determined. Associated fees for the program will be reviewed and may be reassessed as part of the City's regular annual budget process.

Customers can request to remove opt-out status at any time. If you have any questions regarding the application form or to remove opt-out status, please call Public Works at (707) 778-4546 or visit cityofpetaluma.org/ami/.

