



Smart Meter Opt Out/In Program

I. Purpose

FELPS will provide to single family residential customers an option to “exchange” the installation of a smart meter under the FELPS Smart Meter Opt Out/In Program for a meter requiring a field visit.

II. Eligibility

Only FELPS single family residential customers may exchange meters under the Smart Meter Opt Out/In Program. The customer’s account must not have more than three (3) cut offs for non-payment in a twelve (12) month period in order to qualify for this Program. In order to maintain eligibility in this Program, the customer’s account must not exceed three (3) cut offs for non-payment in a twelve (12) month period.

Distributed Generation (DG) customer accounts are ineligible to Opt Out.

III. Participation in the Program

A FELPS residential customer in a single-family residence may request an exchange of the standard smart meter, either scheduled to be installed or installed at their residence and have a meter that requires a field visit installed instead. By electing to have a meter that requires a field visit installed, the customer will then be required to pay applicable meter installation(s) costs and all on-going monthly meter reading fee(s) (see Section V).

IV. Enrollment

A customer must submit a completed and signed Smart Meter Opt Out Program Enrollment Form (see Exhibit A) to FELPS for processing. Once the customer elects to exchange their meter under the Smart Meter Opt Out Program, the customer will remain in this Program for a period of no less than twelve (12) months. If at any time after the twelve (12) month period, a customer desires to have a smart meter placed at the residence, the customer must submit a completed and signed Smart Meter Opt In Program Acceptance Form (see Exhibit B).

When a completed Smart Meter Opt Out Program Enrollment Form or Smart Meter Opt In Program Acceptance Form is received, FELPS will exchange, if necessary, the customer’s meter(s) within fifteen (15) business days.

Customers who refuse to allow installation of a standard smart meter must submit a Smart Meter Opt Out Program Enrollment Form in accordance with the procedure outlined in the Program requirements within ten days of refusal. Failure to submit the Smart Meter Opt Out Program Enrollment Form in a timely manner will result in the customer being rescheduled for installation of the FELPS standard smart meter(s). The customer may also be required to pay the appropriate miscellaneous charges as

referenced in the Terms and Conditions Policy for Miscellaneous Customer Charges in addition to any other applicable cost for such rescheduling.

Any attempt by a customer to alter the terms provided herein will not be valid or acknowledged by FELPS resulting in an installation of FELPS standard smart meter(s).

V. Fees

The Smart Meter Opt Out/In Program Fees include all costs associated with the exchange of the standard smart meter at the customer’s residence with a meter that requires a field visit and recurring monthly meter reading fees upon FELPS approval of the customer participation in the Smart Meter Opt Out/In Program. The monthly meter reading fee will be billed to the customer beginning with the next billing statement (see Table A). The exchange fees will need to be paid prior to the meters being exchanged. The Fees will be calculated in accordance with the Smart Meter Opt Out/In Program and the Terms and Conditions Policy for Miscellaneous Customer Charges.

Table A – Smart Meter Opt Out/In Program Fees

Fee Type	Standard Fee
Exchange ONE Meter	\$225.00*
Exchange TWO Meters (same property)	\$305.00*
Each Additional Meter	\$ 80.00*
Monthly meter reading fee	\$ 25.00 Monthly

Smart Meter Opt Out/In Program Fees applicable to qualified accounts
**Smart Meter Opt Out/In Program fees will not be charged if the Meter Opt Out Program enrollment form is submitted to FELPS prior to scheduled Smart Meter installation at customer location*

VI. Consideration

FELPS may, at any time and, in its sole discretion, choose to re-evaluate and modify the Smart Meter Opt Out/In Program and associated fees without prior notice to the customer.

This includes but is not limited to the following meters: off-site meter reads (OMR), analog meters, non-communicating meters or smart meters.

Approved June 27, 2018
Revised August 30, 2018

Exhibit A

Smart Meter Opt Out Program Enrollment Form

Under FELPS Smart Meter Opt Out Program, single family residential customers are provided the option to exchange a smart meter with a meter that requires a field visit. To be considered for enrollment in the Smart Meter Opt Out Program, please complete all fields below and **return by mail to: FELPS, Attention: Meter Opt Out/In Program PO Box 218, Floresville, Texas 78114. Additionally, you can email the completed form to smartmeterexchange@felps.us or fax it to our new number (830) 393-0362.**

Eligibility:

- FELPS single family residential customers only
- Must be account holder
- Must not have more than three (3) cut offs for non-payment in a twelve (12) month period
To maintain eligibility in the Program, the customer’s account must not exceed three (3) cut offs for non-payment in a twelve-month period
- Distributed Generation (DG) customer accounts are ineligible for this Program

About your choices:

<p>A smart meter – No additional cost</p> <p>Secure portal provides customers the first ever opportunity to see the energy they are buying as they go instead of waiting for a monthly bill, creating better ways to budget and save</p> <p>Allows for future billing structure changes to accommodate customers better and future automatic outage reporting</p> <p>Reduced visits to customer’s home, lowering emissions and increasing customer privacy</p> <p>Potential injury to meter readers is reduced (dog bites, other hazards)</p>	<p>A meter that requires a field visit - monthly fee</p> <p>Does not provide real-time data; customers must wait for monthly bill</p> <p>FELPS cannot identify power outages instantaneously</p> <p>Does not eliminate the need to enter private property for monthly reads or increase privacy</p> <p>No reduced risk to employees from dog bites, vehicle incidents* and other job-related hazards</p> <p>Access to FELPS meter required; without access, estimated meter reads are possible resulting in an estimated bill</p>
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Customer Information (please print)

Last Name		First Name	
Customer Account # (optional)			
Service			Apt#
City	State	Zip Code	
Phone	Email Address		
Is it okay to update your account with the above phone number? Yes No Alternate phone number:			
Any meter access issues we should be aware of:		<input type="checkbox"/> No	<input type="checkbox"/> Yes (please describe access issue below)
<input type="checkbox"/>	<p>I do not want FELPS new standard “smart meter” installed at my property. I understand that the new non-standard meter will require a field visit with applicable fees. By checking this box, I certify that I am the authorized customer account holder and acknowledge that a meter that requires a field visit will be installed at this address. I am aware of and agree to the applicable charges identified in Table A, which will be added to my monthly bill for a period not less than 12 months, beginning with the next billing statement.</p>		
Sign Here:			Date:

Customers who choose to participate in the Meter Opt Out Program will receive a phone call to confirm your program selection. For more information about the Smart Meter Opt Out Program, visit www.felps.us. If you have questions or prefer to speak to one of our customer service representatives, please call **830-216-7000**.

Exhibit B

Smart Meter Opt In Program
Acceptance Form

This form only applies to customers currently enrolled in the Smart Meter Opt Out Program and are requesting the installation of a FELPS standard "smart meter".

Please complete all fields below and **return by mail to: FELPS, Attention: Meter Opt Out/In Program PO Box 218, Floresville, Texas 78114. Additionally, you can email the completed form to smartmeterexchange@felps.us or fax it to our new number (830) 393-0362.**

Customer Information (please print)

Last Name		First Name	
Customer Account # (optional)			
Service Address			Apt #
City	State		Zip Code
Phone Number	Email Address		
Any meter access issues we should be aware of:	<input type="checkbox"/> No	<input type="checkbox"/> Yes (Please describe access issue below)	
<input type="checkbox"/>	I am requesting and accepting the installation of a FELPS standard smart meter. By checking this box, I certify that I am the authorized customer account holder and acknowledge that the Smart Meter Opt Out Program fees will no longer be incurred once the standard smart meter has been installed at the service address listed above.		
Sign Here:			Date:

For more information about the Smart Meter Opt In Program, visit www.felps.us. If you have questions or prefer to speak to one of our customer service representatives, please call **830-216-7000**.