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To: [Public Involvement \(UTC\)](#)
Subject: U-180117 Smart Meter Comments
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Attachments: [Smart Meter Installation Opt.docx](#)

Smart Meter Comments

U-180117

BeverLi Joi

3/12/18

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Smart Meter Installation Opt-In/Opt-Out

1. Should companies be required to offer customers the choice to opt-out of smart meter installation at their premises? Alternatively, should customers affirmatively opt-in?

Customers should need to opt-in, making a conscious decision to choose. There also should be release form signed to acknowledge the possible health hazards associated with this type of frequency.

2. Should companies be required to offer all customer classes the choice to opt-out or opt-in for smart meter installation?

Yes.

3. What company estimates, if any, have already been developed for how many customers would choose to opt-out or opt-in for smart meter installation?

Smart Meter Benefits

4. What challenges do the companies face based on different levels of opt-in and opt-out (e.g., 1 percent, 5 percent, 25 percent) and what smart grid benefits are either reduced or eliminated at these levels?

5. For those customers who select to opt-out of, or decline to opt-in to, smart meter installation, what types of services or benefits would they be forgoing?

Costs

6. What types of costs are associated with offering an analog/existing meter opt-out option?

7. Are costs a function of the number of customers choosing to opt-in or opt-out?

8. Should all costs associated with the opt-out choice be paid by the individual customer making that election or should some portion of those costs be allocated to all ratepayers and/or to company shareholders?

Fees

9. What fees (one-time/recurring) should be assessed to customers who elect to optout and should the fees be assessed on a per-meter or per-location basis?

The costs could be assessed to customers that choose to opt-in to the new meters.

10. If a monthly fee component is included, should there be a limited duration for companies to recover the incremental costs associated with the customer's choice to retain an analog/existing meter?

No fee should be assessed.

11. If a one-time or up-front fee is required, should the companies be required to offer a payment plan?

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12. If recurring opt-out fees are assessed with each meter reading, should alternative meter reading schedules be adopted to reduce the opt-out fees paid by the customer (e.g., bi-monthly, quarterly, or annually with budget billing)?

Quarterly

13. Should fees differ based on whether the customer is selecting to opt-out of a smart meter for a single service (e.g., electric or natural gas) or both services?

14. Should there be a fee imposed on customers who elect to opt-out and later desire to have a smart meter installed?

15. Should opt-out fees be a separate line item on a customer's bill?

No fee should be assessed. If it is, yes, a separate line item.

Options

16. Should more than one opt-out option be offered to customers who do not wish to have a wireless smart meter (e.g., a digital non-communicating meter)? If so, should the cost differ based on the type of meter selected?

17. Should customers with smart meters be offered the opportunity to relocate the smart meter to another location on their premises? **Yes**

Is so, should the customer pay the cost of relocation? **Yes**

Customer Communication

18. What form(s) of communication should the companies employ to advise customers of their smart meter installation options, and what type of information should be communicated?

Email & personal letter with subject line