

Smart Meter Opt Out

Today, more than half of all U.S. households now have smart meters – and Avista’s Washington customers are the latest to receive this technology.

Still, we respect your individual right to choose.

If you’re a residential customer, you may choose to opt out of having a smart meter installed at your home. This decision won’t allow you to take advantage of the numerous benefits which rely on two-way communication that come with smart meter technology.

Smart meter features and benefits

Feature or benefit	Smart Meter	Opt Out
24/7 Access to Usage Information	Yes	No
Bill-to-date trend chart	Yes	No
Projected next bill	Yes	No
Remote service capabilities	Yes	No
Automatic outage detection	Yes	No
Ongoing monthly fee	Included	\$5*
One-time fee if you opt out 31-days after smart meter was installed	Included	\$75

*Ongoing monthly fee is waived for income qualified customers

How to opt out

If you choose to opt out, the Washington Utilities and Transportation Commission (WUTC) approved the following qualifications and charges that will be added to your Avista bill:

- A \$5 ongoing monthly fee to cover some of the cost of manually reading a residential non-smart meter
 - Note: The \$5 ongoing monthly fee is waived for income qualified customers
- A one-time \$75 fee if you choose to opt out 31 days after a smart meter is already installed

- Residential customers who live in a single-family home or a multi-plex with four units or less qualify for opt out. The request must be made by the Avista customer of record (family members, neighbors or landlords cannot act on behalf of another customer).

For your convenience, there are multiple ways to opt out of receiving a smart meter:

- If you meet the qualifications, please complete and sign the [application form \(/media/myavista/content-documents/smart-meters/noncommunicatingdigitalmeterrequestform.pdf?la=en\)](/media/myavista/content-documents/smart-meters/noncommunicatingdigitalmeterrequestform.pdf?la=en) and submit it to Avista.
 - Scan or take a photo of it and email it to optout@avistacorp.com
 - Mail it to Avista at:
Avista Utilities
Attn: Opt Out
1411 E. Mission Ave.
Spokane, WA 99202
 - FAX it to Avista at 509-777-9650
- We must receive your signed form in order to formally complete the opt-out process. If we don't receive your completed and signed form, it may result in you receiving a standard smart meter.
- You may also contact our Call Center at 1-800-227-9187 and one of our representatives can assist you.

Opt out frequently asked questions



Can I opt out of a smart meter?



Who can opt out?



Are there costs associated with opting out?



Why does it cost money to opt out of a smart meter?



If I opt out, will Avista still read my meter each month?



Can I keep my existing analog meter?

Our Company



Our Rates and Tariffs



Our Environment



Hydro One and Avista



Our Community



Services and Resources



Doing Business with Us



Energy Innovations



- [Compressed Natural Gas \(/about-us/energy-innovations/compressed-natural-gas\)](/about-us/energy-innovations/compressed-natural-gas)
- [Electric Transportation \(/about-us/energy-innovations/electric-transportation\)](/about-us/energy-innovations/electric-transportation)
- [Solar Power \(/about-us/energy-innovations/solar-power\)](/about-us/energy-innovations/solar-power)
- [Smart Meters \(/about-us/energy-innovations/smart-meters\)](/about-us/energy-innovations/smart-meters)

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