



**Indian Wells Valley Water District  
Automated Metering Infrastructure (AMI) Opt-Out Program  
Approved March 13, 2017**

**Purpose of Utilizing Automated Metering Infrastructure**

The Indian Wells Valley Water District (“IWWVD” or “District”) plans to fully utilize Neptune’s R900 automated metering infrastructure (“AMI”) technology for meter-reading and began a pilot project February 2017. AMI meters record usage minute by minute, and the information is electronically transmitted to the IWWVD. In addition to automated leak detection, the primary benefits of AMI include reduced staff time needed to read meters and therefore, more staff time to conduct meter-box maintenance and repair and assist customers with water audits. Automated leak detection is critical to the District’s mission to save water and avoid unexpectedly high water bills for customers by early detection of unnecessary water loss such as from running toilets, incorrectly programmed sprinkler systems and broken pipes.

**AMI Opt-Out Program**

Some IWWVD customers have expressed concerns about AMI safety\* and privacy, so the District is offering the AMI Opt-Out Program. The AMI Opt-Out Program is available to any customer who chooses not to have an AMI meter installed or maintained at their home or place of business.

Any customer may opt-out. However, the request must be made in writing by the IWWVD customer of record. Family members, neighbors, or landlords cannot act on behalf of another customer.

Customers can opt-out of the AMI program by submitting an opt-out form to the IWWVD District Office.

The current cost to opt-out of the AMI program is \$25.00 per month. This monthly fee covers the costs to manually read your meter and manually input reads into the billing system on a monthly basis. The monthly fee will be reviewed during the cost of service process and modified as necessary to ensure the fee is adequate to cover costs.

Customers may only opt-out or convert back to an AMI meter one time per service address per calendar year. If customer elects to convert back to the AMI program, he/she will be charged the cost of the analog register, installation time, materials and a 15% administrative fee. Quotes are available upon request.

Opt-out customers will not be eligible for the IWWVD Unanticipated Use Claim program.

*\* Customers concerned about AMI safety may acquire a copy of Neptune’s Frequently Asked Questions about R900 Radio Frequency (RF) Emissions from IWWVD.*

**INDIAN WELLS VALLEY WATER DISTRICT  
AMI OPT-OUT PROGRAM APPLICATION**

Indian Wells Valley Water District offers customers the ability to opt-out of the AMI program for on-going monthly fee (currently \$25).

**Customer Information**

Customer Name	
Service Address	
Mailing Address (if different from Service Address)	
Daytime Phone	Email

**Terms & Conditions**

I, \_\_\_\_\_, am the customer of record at \_\_\_\_\_, Ridgecrest, CA 93555. I am electing to opt-out of the Indian Wells Valley Water District's AMI program. I understand that in so doing, I agree to pay the on-going monthly meter reading fee. I acknowledge and understand that I will not be eligible to participate in the IWVWD Unanticipated Use Claim program. If I elect to convert back to the AMI program, I will be required to pay the cost of the analog register, installation time, materials and a 15% administration fee. Quotes are available upon request.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

*For District use only:*

*Initial Here When Task is Completed*

*Verify the applicant is the customer of record*

*Set up the monthly meter reading fee in customer's Springbrook account*

*Send Field Services a service request to verify the customer has an analog meter*

*Notate the account in Springbrook that it is an AMI opt-out*