

## CMLP Automatic Meter Reading & Advance Meter Infrastructure Opt-Out Policy

A customer who has an AMR or AMI meter may request a non-AMR/AMI meter. This policy provides a choice for those customers who wish to opt out of having an Automatic Meter Reading (AMR) or Advance Meter Infrastructure (AMI) meter installed at their service location. A customer who wishes to opt out can do so by notifying CMLP and completing the [AMR/AMI Opt-Out Form](#).

Once the new meter(s) is installed, a \$75 removal/installation fee *per non-AMR/AMI meter installed* at the service address will be applied to the customer's bill. A CMLP meter technician will read the meter(s) manually each month and a \$20 Manual Read Fee will be applied monthly to the customer's bill. The Light Board has decided that this fee applies to each meter no matter how many meters are on the same property or in the same area.

### Load Management Programs

Please note that customers currently enrolled in one of CMLP's load management programs such as ETS or Controlled Water Heater can be eligible for an opt-out meter; however, they can no longer participate in the load management programs. The opt-out meters do not interface with the load control devices.

### Solar Net Metering

Requests for an opt-out meter from customers currently on the Net Metering with Banking Rate for Solar (also wind or micro-turbine units) rate will be reviewed on an individual basis to determine if an opt-out meter can be installed. Customers should note that opt-out meters cannot record usage by channel as is required for solar billing and informational purposes.

### Right of Access to Customer's Premises (per CMLP's Terms and Conditions)

CMLP's identified employees shall have access to the Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to the CMLP. In addition, it is the Customer's responsibility to ensure that access to this equipment is not impaired or blocked. Customers must provide space for and exercise proper care to protect the property of the CMLP on its premises.

Due to the ongoing commitment involved with maintaining the opt-out meters, CMLP's disconnect policies apply to the fees described above. If CMLP employees cannot access the customer's property to get a monthly meter reading, the customer will receive an estimated bill for that month. CMLP is required to remove the non-AMR/AMI meter if fees are unpaid, or we cannot attain access to the meter after one month. CMLP will install an AMI meter at the customer's location should either of these conditions occur, and a \$75 removal/installation fee per meter will be applied to the customer's account.

## Reach and Escalation Paths

At its August 13, 2025 meeting, the Light Board affirmed that *all* meters in Concord must either receive a new AMI meter or opt out and receive an opt-out meter. For customers who insist on refusing either, the following escalation path was approved:

- 1. Initial Notification:** A formal letter will be sent to the customer explaining the critical need to replace the old meter and the safety risks associated with its continued use. This letter will clearly state that the old metering infrastructure is being decommissioned and will no longer be maintained by our electric utility. It will also offer to schedule a no-cost installation of a smart meter or a non-RF opt-out meter with the one-time and ongoing costs outlined above.
- 2. Second Notice:** If the customer still refuses to comply after 15 days, a second, more urgent letter will be sent to the customer. This letter will reiterate the safety concerns and the non-negotiable need for meter replacement. It will also outline the potential for an administrative warrant to swap the meter, as laid out by the Massachusetts Department of Public Utilities, or a service disconnection if the customer continues to refuse access.
- 3. Final Notice & Disconnection:** If a customer has not complied within 15 days of the second notice, a final notice will be issued via mail. This notice will state that their service will be upgraded as of a particular date with the assistance of an administrative warrant, or, if we cannot find a way to safely access the property to replace the meter, the service will be disconnected on a particular date due to their refusal to allow necessary safety and operational upgrades to our equipment. This action would be a last resort, taken only after all reasonable attempts to resolve the issue have failed.

The Concord Municipal Lighting Plant (CMLP) reserves the right to revise the Opt-Out Policy at any time.