

**RULES AND REGULATIONS  
GENERAL RULES (GR)  
RULE GR-16  
ADVANCED METERING INFRASTRUCTURE**

**GR-16.01 GENERAL**

Rule provides for installation of advanced metering infrastructure for all customers and allows for customers to opt out of this type of metering with no penalties. Because the Utility is publicly owned, the New Mexico Inspection of Public Records Act (IPRA) considers all metering data collected by the Utility as public information. Individual customer metering data may be accessed by anyone upon filing a request with the Los Alamos County Records Manager.

**GR-16.02 DESCRIPTION OF ADVANCED METERING EQUIPMENT**

- A. Electric meters shall be of electronic type, with ability to collect and store incremental consumption data as programmed by the Utility.
  - 1) Meters shall be equipped with a radio transceiver to both send data to the Utility and accept information back to the meter from the Utility.
  - 2) Meters shall be equipped to allow the Utility to disable the collection, storage and transmission of data, at the Utility's option.
- B. Gas meters shall be fitted with a device to optically read the dials and transmit via radio the data back to the Utility upon demand.
  - 1) Individual meters, or the Advanced Metering Infrastructure operating system shall be equipped to allow the Utility to disable the collection, storage and transmission of data, at the Utility's option.
- C. Water meters shall be of the magnetic flow sensing type, with the ability to store incremental usage data as programmed by the Utility.
  - 1) Individual meters, or the Advanced Metering Infrastructure operating system shall be equipped to allow the Utility to disable the collection, storage and transmission of data, at the Utility's option.
- D. Meters whose collection, storage and transmission of data has been disabled shall continue to be manually read. The Utility shall not collect or store data from such meters except as needed for billing or account management purposes.

**GR-16.03 CUSTOMER ABILITY TO OPT OUT OF ADVANCED METERING INFRASTRUCTURE**

- A. The opt out election will be offered to the account holder, regardless of ownership or occupancy of the particular location under the following conditions:
  - 1) A customer may opt out by submitting a completed "Election to Opt Out" form to the Utility's Customer Care Center.
  - 2) Should a customer elect to opt out, the functionality of the meters and modules to collect and transmit incremental usage data will be disabled, and no such data will be collected or retained by the Utility. Billing data will be collected and used for account management and billing purposes only, typically monthly.
  - 3) Customers electing to opt out will not have access to their usage information in real time.
  - 4) Account management features enabled by Advanced Metering Infrastructure will not be available to customers who have opted out.
  - 5) Alternative rate structures that may be implemented and that utilize the detailed incremental

consumption data that advanced metering can provide will not be available to customers who opt out.

- 6) Meters will be read, typically monthly, at the customer's location by Utility staff for billing or account management purposes.
  - 7) No additional fees or penalties will be assessed to customers who elect to opt out of Advanced Metering Infrastructure.
- B. If a customer does not elect to opt out when first advised of the opportunity to do so, but later decides they wish to opt out, they may do so by contacting the Utility Customer Care Center staff and submitting the "Election to Opt Out" form. The functionality of the metering equipment to record and transmit incremental usage data will be disabled within ten business days of receiving such request from the customer.
- C. If a customer does elect to opt out but later decides they wish to cancel this election, they may do so by contacting the Customer Care Center and retracting their previously executed "Election to Opt Out" form.
- D. If a customer that chose to opt out at a specific location vacates their service location, the opt out election of the customer moving out will not automatically be transferred to a new location in the Department's service area. The customer moving must submit a new election for the new location if that customer wishes to continue to opt out of participation in the Advanced Metering Infrastructure program.

#### **GR-16.04 CUSTOMER NOTIFICATION OF ABILITY TO OPT OUT**

- A. The Utility will take all reasonable efforts to notify every customer that data collected by the Utility is subject to disclosure under IPRA. Customers concerned about the potential for their incremental usage data to be disclosed, will not be required to participate in the Advanced Metering Infrastructure program.
- 1) Reasonable notification efforts will include public service announcements in the local media, bill inserts, and posters or flyers prominently displayed at the Utility's Customer Service counters and other locations throughout the County where public service announcements are routinely posted.
- B. All new customers will be provided the same full disclosure regarding the possibility of public release of their incremental metering data and will be afforded the opportunity to opt out when establishing service should they choose to do so.