

“Opt Out” Option: For those residents who have decided that they do not want a smart meter.

CPS Energy offers an opt-out program that allows customers to exchange the AMI meter for an OMR or a non-communicating meter. If a customer chooses to opt out **prior** to AMI meter installation, there is no upfront cost, but there is a re-occurring \$20 monthly charge.

If a customer elects to participate in the Meter Xchange (opt out) Program, the customer must contact CPS Energy to communicate their decision. If customer lives in an area scheduled for meter installation, the customer will be sent a form to fill out and return to us. If the customer does not live in an area scheduled for meter installation, the customer will be put on a waiting list until such time comes when we will then send the customer a form to fill out and return to us. In either case, applicable fees will be assessed upon receipt of the form.

The link to Opt Out can be found at:

<https://www.cpsenergy.com/content/corporate/en/about-us/programs-services/smart-grid/smart-grid-opt-out.html>

BACKGROUND / HISTORY: On May 26, 2016 The City of Shavano Park was informed by CPS Energy that their Smart Grid Initiative (SGI) will be in Shavano Park starting the summer/fall of 2016. The City asked for and was granted a delay in order to better inform our residents of the situation.

CPS provides the below information about the program (elements of the below information has been disputed). Smart meters or also commonly referred to as AMI meters will replace both electric and natural gas meters over the 1500 square mile CPS Energy service territory which serves 740K electric meters and over 340K gas meters.

For general information from CPS please go to:

<https://www.cpsenergy.com/content/corporate/en/about-us/programs-services/smart-grid.html>

Both CPS Energy and customers will benefit from a Smart Grid as digital automation will, for the customer, provide a platform for faster outage detection and restoration, fewer site visits, reduced estimations, remote connections, numerous customer programs and a secure website called “My Energy Portal”. Customers will also have access to voluntary programs such as Pre-pay options, fixed-bill options and new pricing plans.

The utility will benefit from remote meter reads, quicker move in/move outs, enhanced customer service, improved safety, lower emissions and operational cost savings. They will support the

integration of the ever growing demand to integrate renewables onto the grid as well as facilitate energy storage, electric vehicles and LED street lights.

Project Status:

To bring the greater San Antonio area in line with other major cities in automating the energy service delivery functions, CPS Energy is well on its way in the deployment of the Smart Grid across the service territory which started in 2013. The communication network canopy is 100% complete and over 521,839 meters have been installed to date (Electric Meters – 333,242 & Gas IMUs – 188,597) with only 649 customers (.12%) who have opted out.

Communications Plan:

A Communications Plan was designed to notify customers well in advance of meter installation based on the following timelines.

- Key Stakeholders are contacted 90 days in advance of planned installation.
- Community Groups/HOAs are notified by letter 60 days in advance of planned installation.
- Customer is notified by letter 30 days in advance of planned installation.
- Customer is notified by phone 7 days in advance of planned installation.
- Customer is notified by door hanger the day of smart meter installation.