

City Utilities Richland Center

Advanced Metering Infrastructure (AMI) Policy

1. Purpose

The purpose of this policy is to establish requirements and conditions related to the installation, use, and management of Advanced Metering Infrastructure (AMI) for electric and water service provided by City Utilities of Richland Center.

2. Scope

This policy applies to all electric and water customers served by City Utilities of Richland Center.

3. Policy Statement

City Utilities of Richland Center utilizes Advanced Metering Infrastructure (AMI) for metering of all customers. AMI systems operate on a secure communication network that allows for automated meter reading at scheduled intervals.

The AMI system provides operational and customer service benefits including, but not limited to:

- Detailed customer usage information
- Enhanced outage detection and notification to the utility
- Improved system monitoring and operational efficiency
- Capability for rate analysis, including evaluation of time-of-use rate options
- Identification of abnormal usage patterns

4. Mandatory Participation

All electric and water customers are required to utilize AMI metering. City Utilities of Richland Center does not offer an opt-out option for AMI metering.

5. Meter Location and Relocation

Meters shall be installed at a location determined and approved by the Utility in accordance with standard service requirements.

If a customer requests relocation of an AMI meter from the standard or existing location:

- The relocation must be reviewed and approved by City Utilities prior to installation.
- The customer is responsible for installing, at their expense, an approved meter socket at the new location.
- The Utility will install the necessary service conductors to the approved new location.

- The customer shall be billed for the actual cost of labor and materials associated with the relocation work performed by the Utility.

6. Customer Responsibilities

Customers shall:

- Provide safe and reasonable access to metering equipment
- Ensure that meter locations remain compliant with Utility standards
- Be responsible for all costs associated with requested meter relocations

7. Utility Authority

City Utilities of Richland Center reserves the right to:

- Determine appropriate meter locations
- Require relocation of metering equipment for safety, access, or operational needs
- Recover costs associated with non-standard installations or customer-requested changes

8. Enforcement

Failure to comply with this policy may result in:

- Delay or denial of service
- Disconnection of service in accordance with applicable rules
- Assessment of additional charges

9. Contact Information

Customers with questions regarding AMI metering or this policy should contact City Utilities of Richland Center.

10. Effective Date

This policy shall become effective upon approval by the Richland Center Utilities Commission.