

Smart Meter Xchange Program

I. Purpose

CPS Energy will provide to single family residential customers an option to “exchange” the installation of a smart meter under CPS Energy’s Smart Meter Xchange Program for a meter requiring a field visit.

II. Eligibility

Only CPS Energy single family residential customers may exchange meters under the Smart Meter Xchange Program. The customer’s account must not have more than three (3) cut offs for non-payment in a twelve (12) month period in order to qualify for this Program. In order to maintain eligibility in this Program, the customer’s account must not exceed three (3) cut offs for non-payment in a twelve (12) month period.

Distributed Energy Resources (DER) customer accounts are ineligible for this Program.

III. Participation in the Program

A CPS Energy residential customer in a single family residence may request an exchange of the standard smart meter, either scheduled to be installed or installed at their residence, and have a meter that requires a field visit installed instead. By electing to have a meter that requires a field visit installed, the customer will then be required to pay applicable meter installation(s) costs and all on-going monthly meter reading fee(s) (see Exhibit B).

IV. Enrollment

A customer must submit a completed and signed Smart Meter Xchange Program Form (see Exhibit A) to CPS Energy for processing. Once the customer elects to exchange their meter under the Smart Meter Xchange Program, the customer will remain in this Program for a period of no less than twelve (12) months. If at any time after the twelve (12) month period, a customer desires to have a smart meter placed at the residence, the customer must submit a completed and signed Smart Meter Acceptance Form (see Exhibit C).

When a completed Smart Meter Xchange Program Form or Smart Meter Acceptance Form is received, CPS Energy will exchange, if necessary, the customer’s meter(s) within fifteen (15) business days.

Customers who refuse to allow installation of a standard meter must submit a Meter Xchange Program application in accordance with the procedure outlined in the Program requirements within ten days of refusal. Failure to submit the Xchange Program application in a timely manner will result in the customer being rescheduled for installation of the CPS Energy standard meter(s). The customer may also be required to pay the “Meter Access Charges” and “Repeat Call Charges” as referenced in the Policy for Miscellaneous Customer Charges in addition to any other applicable cost for such rescheduling.

Any attempt by a customer to alter the terms provided herein will not be valid or acknowledged by CPS Energy.

V. Fees

The Smart Meter Xchange Program Fees include all costs associated with the exchange of the standard smart meter at the customer’s residence with a meter that requires a field visit and recurring monthly meter reading fees upon CPS Energy’s approval of the customer participation in the Meter Xchange Program. The Fees will be billed monthly to the customer beginning with the next billing statement (see Exhibit B).

Low income customers, as qualified by CPS Energy, will incur discounted Smart Meter Xchange Program Fees (see Exhibit B).

The Fees will be calculated in accordance with the Policy for Miscellaneous Customer Charges.

VI. Consideration

CPS Energy may, at any time and, in its sole discretion, choose to re-evaluate and modify the Smart Meter Xchange Program and associated fees without prior notice to the customer.

In addition, during the course of routine maintenance of electric or natural gas meters within our service territory, when applicable, CPS Energy reserves the right, when necessary, to replace an existing meter with a smart meter or in the case of a natural gas meter, an interface metering unit. This includes but not limited to the following meters: off-site meter reads (OMR), analog meters, non-communicating meters or smart meters and all types of natural gas meters.

Exhibit A
Smart Meter Xchange Program
Enrollment Form

Under CPS Energy’s Smart Meter Xchange Program, single family residential customers are provided the option to exchange a smart meter with a meter that requires a field visit. To be considered for enrollment in the Smart Meter Xchange Program, please complete all fields below and **return by mail to: CPS Energy, Attention: Meter Xchange Program – MD# 340117, PO Box 1771, San Antonio, Texas 78296.** **Additionally, you can email the completed form to meterexchange@cpsenergy.com or fax it to our new number 210-353-6006.**

Eligibility:

- CPS Energy single family residential customers only
- Must be account holder
- Must not have more than three (3) cut offs for non-payment in a twelve (12) month period
 To maintain eligibility in the Program, the customer’s account must not exceed three (3) cut offs for non-payment in a twelve (12) month period
- Distributed Energy Resources (DER) customer accounts are ineligible for this Program

About your choices:

<p>A smart meter – No additional cost</p> <p>Secure portal provides customers the first ever opportunity to see the energy they are buying as they go instead of waiting for a monthly bill, creating better ways to budget and save</p> <p>Supports City of San Antonio’s Mission Verde initiative of creating a 21st century energy infrastructure and CPS Energy’s Vision 2020 goal of advancing in innovative technologies</p> <p>Reduced visits to customer’s home, lowering emissions and increasing customer privacy</p> <p>Potential injury to meter readers is reduced (dog bites, other hazards)</p>	<p>A meter that requires a field visit - monthly fee</p> <p>Does not provide real-time data; customers must wait for monthly bill</p> <p>CPS Energy cannot identify power outages instantaneously</p> <p>Does not eliminate the need to enter private property for monthly reads or increase privacy</p> <p>No reduced risk to employees from dog bites, vehicle incidents* and other job-related hazards</p> <p>Access to CPS Energy’s meter required; without access, estimated meter reads are possible resulting in an estimated bill</p>
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Customer Information (please print)

Last Name	First Name
Customer Account # (optional)	
Service	Apt#
City	Zip Code
Phone	Email Address
Is it okay to update your account with the above phone number? Yes No Alternate phone number:	
Any meter access issues we should be aware of:	<input type="checkbox"/> No <input type="checkbox"/> Yes (please describe access issue below)
<input type="checkbox"/>	I want to exchange the smart meter for a meter that requires a field visit under the Smart Meter Xchange Program. By checking this box, I certify that I am the authorized customer account holder and acknowledge that a meter that requires a field visit will be installed at this address. I am aware of and agree to the applicable charges and all ongoing meter reading fees, identified in Exhibit B, which will be added to my monthly bill for a period not less than 12 months, beginning with the next billing statement.
<input type="checkbox"/>	I want to exchange my smart meter for a meter that requires a field visit under the Smart Meter Xchange Program and be considered for the Low Income fees. I understand that I will need to submit proof of income and other information for consideration, and that I will be required to recertify for low income eligibility every two years. By checking this box, I certify that I am the authorized customer account holder and acknowledge that a meter that requires a field visit will be installed at this address. I am aware of and agree to the applicable charges and all ongoing meter reading fees, identified in Exhibit B, which will be added to my monthly bill for a period not less than 12 months, beginning with the next billing statement.
Sign Here:	
Date:	

Customers who choose to participate in the Meter Xchange Program will receive a phone call to confirm your program selection. For more information about the Smart Meter Xchange Program, visit cpsenergy.com. If you have questions, or prefer to speak to one of our customer service representatives, please call **210-353-4AMI (4264)**.

Exhibit B

Smart Meter Xchange Program
FEES

FEE TYPE	STANDARD FEES	FEES for LOW INCOME CUSTOMERS
Exchange ONE Meter Fee	\$175.00*	\$35.00*
Exchange TWO Meters Fee	\$250.00*	\$50.00*
For each additional Meter	\$75.00*	\$15.00*
Monthly Meter Reading Fee	\$20.00	\$10.00

- Smart Meter Xchange Program Fees applicable to qualified accounts
- To qualify for low income status, customer must be at 125% of federal poverty level
- ***Meter Xchange Program fees will not be charged if the Meter Xchange Program application form is submitted to CPS Energy prior to Smart Meter installation**

Exhibit C
Smart Meter Acceptance Form

This form only applies to customers currently enrolled in the Smart Meter Xchange Program, and are requesting the installation of CPS Energy's standard smart meter.

Please complete all fields below and **return by mail to: CPS Energy, Attention: Meter Xchange Program – MD# 340117, PO Box 1771, San Antonio, Texas 78296. Additionally, you can email the completed form to meterexchange@cpsenergy.com or fax it to our new number 210-353-6006.**

Customer Information (please print)

Last Name		First Name	
Customer Account # (optional)			
Service Address			Apt #
City	State	Zip Code	
Phone Number	Email Address		
Any meter access issues we should be aware of:	<input type="checkbox"/> No	<input type="checkbox"/> Yes (Please describe access issue below)	
<input type="checkbox"/>	I am requesting and accepting the installation of CPS Energy's standard smart meter. By checking this box, I certify that I am the authorized customer account holder and acknowledge that the Smart Meter Xchange Program fees will no longer be incurred post installation of the standard smart meter at the service address listed above.		
Sign Here:			Date:

For more information about the Smart Meter Xchange Program, visit cpsenergy.com. If you have questions, or prefer to speak to one of our customer service representatives, please call **210-353-4AMI (4264)**.