

Smart Meter Opt-Out Program

Terms and Conditions

I. Purpose

Subject to eligibility requirements, certain CPS Energy customers ("Customer(s)") may "opt out" of the installation of a smart meter under this Smart Meter Opt-Out Program ("the Program").

II. Participation in the Program

By opting out of the smart meter, the Customer is requesting that CPS Energy either (a) not install a smart meter at the Customer's residence or (b) remove a smart meter that is already installed. As a result, the Customer is requesting that a meter requiring a monthly in-person reading by CPS Energy or its contractors be installed. By electing to have a meter that requires a field visit, the Customer must pay applicable meter installation(s) costs and all on-going monthly meter reading fee(s) (see Exhibit A).

III. Eligibility

- A. Only single family residential Customers may opt out. Multi-family residential and commercial customers are not eligible.
- B. Customer accounts may not have more than one (1) disconnection for non-payment in a consecutive twenty-four (24) month period. In order to maintain eligibility, a Customer's account must not exceed one (1) disconnection for non-payment in a twelve (12) month period;
- C. Customers with Distributed Energy Resources (DER) such as solar are not eligible;
- D. If CPS Energy must return to the residence more than two (2) times to read a meter in a consecutive twelve (12) month period because the Customer has refused to provide access, or makes access unsafe or impractical, the Customer is not eligible;
- E. Customers who have altered the Enrollment Form other than by completing the Customer Information are not eligible; and
- F. Customers who have tampered with CPS Energy meter(s) and/or meter equipment, resulting in irregular connections, diversion of service, or any other unauthorized changes to service, are not eligible.

IV. Enrollment

A Customer must submit an unaltered, completed and signed Smart Meter Opt-Out Program Enrollment Form (the "Form") to CPS Energy for processing. If at any time after the twelve (12) month period, the Customer desires to have a smart meter placed at his/her residence, the Customer must submit a completed and signed Smart Meter Acceptance Form (see Exhibit B).

Customers who refuse to allow installation of a smart meter must submit a Form within ten (10) days of refusal. Failure to submit the Form timely will result in a rescheduled time for installation of the CPS Energy smart meter(s). In addition, Customers refusing access to their meters may be subject to "Meter Access Charges" and "Repeat Call Charges," as set forth in the Policy for Miscellaneous Customer Charges.

V. Fees

The Program Fees include all costs associated with the removal and replacement of the smart meter(s) with a meter(s) that requires an in-person visit and associated monthly meter readings (see Exhibit A). The Fees will be billed monthly to the Customer, beginning with the subsequent billing statement. Low income customers, as qualified by CPS Energy, will incur discounted Program Fees (see Exhibit A). Additional Fees will be calculated in accordance with the Policy for Miscellaneous Customer Charges.

VI. Access

In order to provide utility service, including maintenance, each Customer agrees to provide access to his/her property and CPS Energy's meter.

NOTE: CPS Energy may, at any time and in its sole discretion, choose to re-evaluate and modify these Program Terms and Conditions and associated Fees without prior notice to the Customer.

Smart Meter Opt-Out Program Enrollment Form

To be considered for enrollment in the Smart Meter Opt-Out Program, please complete this Form and return by one of the following methods:

1. Return by mail to:
CPS Energy, Attention: Smart Meter Opt-Out Program
MD# 340117, PO Box 1771
San Antonio, Texas 78296
2. Email to meterexchange@CPSEnergy.com
3. Fax to 210-353-6006

Please see the Smart Meter Opt-Out Program Terms and Conditions for eligibility and fees. **This Enrollment Form must be submitted without alteration other than Customer Information fields below. No changes to the language contained within this document will be accepted.**

Customer Information (please print)

Last Name		First Name	
Customer Account # (optional)			
Service Address			Apt #
City		State	Zip Code
Phone Number	Alternate Phone Number		
Email Address			
Is it okay to update your account with the above phone number(s)? Circle one: Yes No			
Any meter access issues we should be aware of? Circle one: No Yes (If 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 Opt-Out 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 A, 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 Opt-Out 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 A, 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 Smart Meter Opt-Out Program will receive an email, phone call, or text message to confirm their program selection.

For more information about the Smart Meter Opt-Out 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 A

Smart Meter Opt-Out 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 Opt-Out Program Fees applicable to qualified accounts
- To qualify for low income status, customer must be at 125% of federal poverty level
- **Exchange Meter Fee(s) will not be charged if the Meter Opt-Out Program application form is submitted to CPS Energy prior to Smart Meter installation. The Monthly Meter Reading Fee will appear on Customer's subsequent CPS Energy bill.**

Exhibit B

Smart Meter Acceptance Form

This form only applies to customers currently enrolled in the Smart Meter Opt-Out 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: Smart Meter Opt-Out 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? Circle one: No Yes (If 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 Opt-Out 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 Opt-Out 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)**.