

CITY OF SEBASTOPOL

Advanced Metering Infrastructure (AMI) Opt-out Program

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What is the City's Water Meter AMI Plan?

The City is replacing approximately 1,650 of its older mechanical water meters within its service area with new digital meters with no moving parts that can measure water use with greater accuracy and retrofitting 1,350 existing water meters with digital recording registers. In addition to the meter change, the City will install a separate transmitter that can send data to receivers by radio. The AMI Program will improve efficiency and reduce costs by allowing city staff to automatically read your meter and eliminating the need to visit your property to manually read it. Additionally, the new system will greatly assist the City in detecting leaks, troubleshooting customer billing issues and providing helpful information to customers about their water use.

Q: What is the City's AMI Opt-out Program?

We understand that some have concerns regarding the AMI equipment being installed at their water metering connection and we want to be responsive to those concerns. While we believe the equipment is safe, the City is providing an AMI Opt-out Program for residential customers who prefer not to have the transmitter installed with their new water meter retrofit. The program allows customers to have their meter read manually at the end of every month.

Q: Who can opt-out?

Any residential customer can opt-out. However, the request must be made by the Sebastopol customer of record (family members, neighbors, or landlords cannot act on behalf of another customer).

Q: How can I opt-out?

To opt-out, a residential customer of record must complete and submit an opt-out application. This application may be obtained from the city website at www.cityofsebastopol.org or by calling Administrative Services (Finance) at (707) 823-7863 to requesting an application. Applications are also available at City Hall office located 7120 Bodega Ave., Sebastopol, CA.

Q: What will opting-out cost?

The opt-out program is a service that is provided at no additional cost to the customer.

Q: How long will the process take?

Once the City receives a signed opt-out form, the establishment of the account and the removal of the data collector / transmitter can occur up to 3 weeks period depending on the number of requests. For data recording and a clean cut off for billing purposes, the City may elect to avoid removing the data collector / transmitter until after the close of the monthly billing cycle – usually at the end of the month. If you have special requests regarding the removal of the data collector / transmitter, call (707) 823-7863 to schedule an appointment.

Q: Once enrolled in the opt-out program, how can I terminate participation, and will I incur any costs?

To cancel your program participation and to schedule an installation appointment, please contact the Public Works at (707) 823-5331. There will be no charge for changes made to your account or for the installation of the data collector / transmitter. Additionally, Sebastopol customer of record must sign a cancelation/termination agreement before being removed from the opt-out program.