

City of Battle Creek
Exception Request - Automated Meter Read Device "Opt-Out"

The City of Battle Creek is upgrading water meters and electronic reading devices in an effort to increase meter reading accuracy, improve billing, provide enhanced customer service, and reduce operating costs. The City is replacing all current radio transmitters with new radio transmitting devices and replacing a portion of the water meters with newer more accurate metering technology. Information regarding the new R900 transmitters and the new Ecoder 900i water meters is available on the manufacture's website at www.neptunetg.com. The R900 transmitters operate within the same radio frequency band, 902 Mhz-928 Mhz, as is common to the currently installed transmitters, baby monitors, garage door openers and similar household devices.

Customers concerned with this technology may request to not receive an upgraded water meter or the new transmitting device. This does not prevent the City from installing a new meter of the same technology as the existing meter when it is determined a meter exchange is needed. An exception request requires the following:

- Customer will complete this form and submit it to the Utility Billing Department to be attached to the account.
- Customer will make an appointment to make any needed changes to currently installed metering equipment
- Customer's account will be billed on an estimated reading in the first two months of each quarter of the year. Water Division employees will collect a meter reading from the meter during the third month of each quarter.
- Customer will schedule an appointment during the third month of each quarter and will provide access to the water meter. Failure to schedule an appointment or provide access may lead to water being shut off until a meter read is completed.
- Customer will incur an appointment fee of \$60 for the third month quarterly read as provided in the City of Battle Creek's Fee, Bond, and Insurance Schedule.

Customer acknowledges and agrees to the Terms and Conditions below, and the rules and regulations related to water service, as amended from time to time by the City Commission.

Customer and Meter Information

Primary Account Holder Name: _____ Account Number: _____

Service Address: _____ Daytime Phone: _____

Alternate contact (email/additional phone number): _____

Terms and Conditions: I am the customer of record and request to be an exception to requirements as set forth in City of Battle Creek Ordinances, Chapter 1040, Water and Sewer, and agree to the following terms and conditions.

I request to **not** have installed the 900i meter or R900 radio transmitter for the above account. I agree to accept billing generated from estimated reads eight (8) times each year, once in each of the first two months of each quarter. I agree to Water Division employees collecting a meter reading from the meter during the third month of each quarter. I agree to schedule the appointment for the quarterly read and for providing access to the water meter. I am aware that failure to schedule read appointments or failure to provide access as required may lead to the water being shut off for this account. I agree to the appointment fee of \$60 for each quarterly read as provided in the City of Battle Creek's Fee, Bond, and Insurance Schedule, and to other reasonable costs associated with my opt-out exception request. I am aware and agree that repeated noncompliance may result in involuntary termination of this opt-out exception and result in the standard installation of meter reading equipment at the fee set forth in the Fee, Bond, and Insurance Schedule. Repeated noncompliance includes but is not limited to, failing two or more times in any 12 month period; to schedule a read appointment, or to provide access to the water meter for a read appointment. I am aware and agree that subsequent voluntarily termination of this opt-out exception request will result in standard installation of meter reading equipment at the fee set forth in the Fee, Bond, and Insurance Schedule.

I am aware that all service enhancements, such as leak detection, daily usage, and data logging provided by the upgraded metering system are not available to me. I am aware that this opt-out exception request may subsequently be determined to be impermissible or illegal and that I may be subsequently required to have installed the radio read devices to which I object.

Account Holder Signature: _____ Date: _____