

CITY OF ASPEN CUSTOMER OPT-OUT INFORMATION

All water and electric customers have the choice to not participate or “Opt-Out” of the City’s AIM Program. Customers should be aware that City’s Municipal Code has been updated to address this customer class. Please carefully read the Code excerpts shown below. For any further questions or concerns, please use the contact information at the bottom of this project webpage.

Sec. 25.04.047. - Electric utility advanced metering infrastructure (AMI).

(1) Advanced Metering Infrastructure (AMI) technology provides 24/7 energy consumption information for both the city electric customer and the utility billing staff, which can be used for troubleshooting usage issues, account analysis, and billing. AMI meters will be read remotely instead of having to send city staff to a home or business each month to read the meter, thus improving operational efficiency and providing customers with near real-time energy use information.

(2) Except as expressly provided in this Chapter, all electric service shall be metered and with meters utilizing AMI technology. As of January 1, 2023, the City of Aspen Electric Department will require AMI technology in all electric meters used or installed by its account owners, except as expressly provided herein.

(3) Residential account owners have the option to "opt-out" of upgrading to a meter with AMI technology and utilize a non-communicating electric meter for a monthly fee. AMI Opt-Out requests shall be made in writing using the forms prescribed by the City of Aspen Electric Department. Opt-out requests may only be made by the owner of record listed on the property's City of Aspen Electric Department account. The property owner shall be responsible for all fees associated with an account that has elected to opt out of the AMI metering requirements.

(4) Residential customers and account owners that have experienced meter tampering/manipulation, unauthorized electric connections/use, have a past-due balance at the time of opt-out request, or have been disconnected for non-payment will not be eligible to opt-out of their AMI meter installation. Commercial, Solar, and common HOA accounts are not eligible to opt out of AMI.

(5) Residential account owners that have opted-out of utilizing a meter with AMI technology will be assessed a monthly opt-out fee of thirty-five dollars (\$35.00) per meter on the next monthly utility bill and each monthly bill thereafter to cover the cost of staff time, vehicle expense, and annual maintenance costs associated with a manual meter reading software system. City electric account owners may cancel their opt-out status at any time and the monthly thirty-five-dollar (\$35.00) fee will be discontinued on their electric account starting with the next monthly bill run cycle.

(6) Residential electric account owners that have not received approval by the Utilities Department - Director to opt-out of the AMI technology and have not upgraded to a meter with AMI technology on or before January 1, 2023, shall be assessed a monthly fee of sixty dollars (\$60.00) per meter on the next monthly utility bill and each monthly bill thereafter until the account owner for that electric meter comes into compliance.

([Ord. No. 16-2022](#), § 1, 11-29-2022)

Sec. 25.16.027. - Water utility advanced metering infrastructure (AMI).

(1) Advanced Metering Infrastructure (AMI) technology provides 24/7 water consumption information for both the city water customer and the utility billing staff, which can be used for troubleshooting usage issues, account analysis, and billing. AMI meters will be read remotely instead of having to send city staff to a home or business each month to read the meter, thus improving operational efficiency and providing customers with near real-time energy use information.

(2) Except as expressly provided in this Chapter, all water service shall be metered and with meters utilizing AMI technology. As of January 1, 2023, the City of Aspen Water Department will require AMI technology in all water meters used or installed by its account owners, except as expressly provided herein.

(3) Residential account owners have the option to "opt-out" of upgrading to a meter with AMI technology and utilize a non-communicating water meter for a monthly fee. AMI Opt-Out requests shall be made in writing using the forms prescribed by the City of Aspen Water Department. Opt-out requests may only be made by the owner of record listed on the property's City of Aspen Water Department account. The property owner shall be responsible for all fees associated with an account that has elected to opt out of the AMI metering requirements.

(4) Residential customers and account owners that have experienced meter tampering/manipulation, unauthorized electric connections/use, have a past-due balance at the time of opt-out request, or have been disconnected for non-payment will not be eligible to opt-out of their AMI meter installation. Commercial, Solar, and common HOA accounts are not eligible to opt out of AMI.

(5) Residential account owners that have opted-out of utilizing a meter with AMI technology will be assessed a monthly opt-out fee of thirty-five dollars (\$35.00) per meter on the next monthly utility bill and each monthly bill thereafter to cover the cost of staff time, vehicle expense, and annual maintenance costs associated with a manual meter reading software system. City water account owners may cancel their opt-out status at any time and the monthly thirty-five dollar (\$35.00) fee will be discontinued on their water account starting with the next monthly bill run cycle.

(6) Residential water account owners that have not received approval by the Utilities Department Director to opt-out of the AMI technology and have not upgraded to a meter with AMI technology on or before January 1, 2023, shall be assessed a monthly fee of sixty dollars (\$60.00) per meter on the next monthly utility bill and each monthly bill thereafter until the account owner for that water meter comes into compliance.

([Ord. No. 16-2022](#), § 1, 11-29-2022)