

OPTING OUT OF A SMART METER



Colorado residential and C-rate commercial customers have the option to opt-out of a smart meter and instead receive a non-communicating meter, which comes with a monthly meter reading fee. With a non-communicating meter, the energy use data you will be able to see in My Account will be limited, compared to what you would receive with a smart meter. You will not have the ability to access real-time energy information and insights and will not be able to receive high usage-related alerts. You will also not be able to see a breakdown of energy consumption by appliance, when that tool becomes available to customers with smart meters. You will also have limited access to energy and bill management tools.

Residential and C-rate commercial customers have the option to opt-out of a smart meter and instead receive a non-communicating meter. Customers in the metro Denver or Boulder areas would be assessed a monthly charge of \$11.84 per meter to manually read the non-communicating meter. Customers in all other areas would pay a monthly fee of \$23.84 per meter if they choose to opt-out of a smart meter.

Customers who do not opt-out prior to receiving their smart meter but later decide to opt-out would pay a trip charge of \$46 to exchange the smart meter for a non-communicating meter and be assessed the monthly charges listed above. All customers who opt-out of a smart meter will incur a \$46 charge to remove the non-communicating meter and replace it with a smart meter when they either opt back into receiving a smart meter or move from the premise where the non-communicating meter is installed.

All residential and commercial customers in Colorado will receive a new meter — it will be either a smart meter or a non-communicating meter. To opt-out of receiving a smart meter, residential customers can call 800-895-4999. Commercial customers can call 800-481-4700. A customer service representative will log a request to install a non-communicating meter instead of a smart meter at your service address.

Once your non-communicating meter is installed, the monthly meter reading fees will then be charged per meter to your monthly energy bill. These reoccurring fees are because Xcel Energy will need to physically access and manually read your meter each month.



COSTS ASSOCIATED WITH OPTING OUT OF SMART METER USE:

SCHEDULED INSTALLATION		FEES AND CHARGES FOR NON-COMMUNICATING METERS	
Before	After	Monthly	Move/Opt-In
Opt-Out before scheduled smart meter installation:	Opt-Out after smart meter installation:	Monthly non-communicating meter reading fee:	Stop Service or Opt-Back-In at a later date:
\$0	\$46	\$11.84/\$23.64	\$46
no initial trip charge	trip charge	per month	trip charge

If you do not call the phone number listed above to opt out of your smart meter, we will exchange your existing meter with a smart meter. Installation of a smart meter or a non-communicating meter is required to avoid interruption of your electric service.