

Advanced Metering Infrastructure (AMI)

Status report:

Opt-out *Information Sessions -2024*

By: Andy Wendell, Director of Customer Service

Status of AMI meter deployment

(as of April 1, 2024)

Total meter points in Chelan County	51,259	Total meters
Total AMI meters installed	49,377	98.5 % Complete
Total remaining meter points to swap	551	1.0 % Remaining
Total meter points in refusal / opt-out status	~253	~ 0.5 %

Outreach sessions held

- Zoom online meeting 1 Feb 29, 10AM to 11:30am
- Zoom online meeting 2 Feb 29, 2PM to 3:30 PM
- Zoom online meeting 3 Feb 29, 6PM to 7:30 PM
- Drop-in Wenatchee Service Center March 5 9AM to 4PM
- Drop-in Wenatchee Service Center March 6 9AM to 4PM
- Drop-in Leavenworth PUD Office March 7 9AM to 4PM
- Drop-in Chelan PUD Office March 8 9AM to 4PM

~68
Participants

NOTE:

In addition - Staff continue to field dozens of customer calls, emails and walk-ins with customers seeking information on Opt-out.

General observations

1. Customers appreciate getting more information
2. Many customers choosing opt-in after becoming informed by the PUD
3. One-on-one conversations w/PUD typically result in customers opting-in
4. Customers value automatic outage notification functionality
5. Reasons for opting out include;
 - a) Data privacy & network security
 - b) Government (State/Fed) oversight
 - c) Radio Frequency / EMF health concerns
 - d) Thoughts that AMI is a gateway technology



Next steps

1. Continue one-on-one conversations with customers
2. Considering a second round of informational sessions in April/May specifically with customers who have not responded or applied for opt-out
3. Begin applying the opt-out fee beginning in June
4. Consider options to incent customers to opt-in