

POLICY BULLETIN 21A

**Advanced Metering Infrastructure (AMI)
Customer Side Repair Policy**

1. POLICY DURATION:

- 1.1. This policy shall be in effect for a limited duration for the integration of the Advanced Metering Infrastructure (AMI) Project, as established by Klickitat Public Utility District Board Resolution No. 1822, authorizing integration of automated metering infrastructure (AMI). The integration process is expected to last through the end of 2024.
- 1.2. For clarity, if the AMI Project completion date is extended, this policy will be extended automatically to match the new project end date.
- 1.3. During the policy duration, this Policy shall supersede and be controlling over any other conflicting Klickitat PUD (KPUD) customer service policies, procedures, and practices. Following a resolution by the board to mark the completion of the AMI Project, customer owned infrastructure repairs will revert to existing KPUD customer service policies, procedures, and practices.

2. BACKGROUND:

- 2.1. Advanced meters are a critical component for Klickitat PUD to modernize infrastructure and will deliver customers new key benefits over time related to their power usage. KPUD will deploy advanced metering across its service territory, replacing or upgrading non-communicating power meters with advanced two-way communicating technology. Advanced metering technology will capture interval data, enable two-way communications, include remote capabilities, and provide advanced outage/issue detection, and verification. Advanced metering will modernize utility operations and be a cornerstone to deliver improved services and benefits to customers.
- 2.2. The meter deployment phase of the AMI Project will exchange electric meters throughout the County. During this period, there is the potential for a small percentage of "Customer Impacts." Customer Impacts result from (1) disruption or damage to infrastructure or customer owned equipment during the meter exchange or (2) customer owned equipment being identified as unsafe or to have preexisting damage by the meter installer. The anticipated number of Customer Impacts is relatively low, estimated to only affect approximately 0.5-1.0% of all customers based on advanced meter deployments at similar utilities. Nevertheless, it is essential that these Customer Impacts be handled promptly so that a customer's service is restored as quickly as possible.

- 2.3. To ensure both KPUD customers' well-being and the success of this critical project, KPUD has researched and identified solutions to potential Customer Impacts that may arise throughout the project. To address these impacts, criteria is outlined in this policy and will be addressed by KPUD during the AMI Project.
- 2.4. The existing KPUD claims process is available to all customers if a dispute may arise over damage or impact that exceeds the criteria listed.

3. REPAIR CRITERIA:

- 3.1. As specified in the Klickitat PUD Customer Service Policy 21, the customer is responsible for maintaining customer owned equipment, compliance with up-to-date electrical codes, and Klickitat PUD policies (Figure 1, attached). This ensures the safety of the customer and utility staff when working in and around the meter. If customer owned equipment is impacted by a meter exchange, KPUD staff will make a reasonable attempt to re-establish the service connection.
- 3.2. Klickitat PUD expects minimal impacts to customer owned equipment during advanced meter deployment.
- 3.3. During the AMI Project, KPUD may, at its discretion, replace hardware that contacts metering equipment, as required, to facilitate the meter exchange and safely provide the customer with electrical service. Hardware related to electrical service is identified in Figure 1. KPUD, at its discretion, may repair or replace items such as:
 - 3.3.1. The meter socket, jaws, and/or enclosure (including minor related incidental repairs, as determined in the field)
 - 3.3.2. Miscellaneous nuts/bolts related to the meter socket, jaws, and/or enclosure
 - 3.3.3. The meter post
- 3.4. Items that KPUD will not repair or replace include, but are not limited to the following:
 - 3.4.1. Service panels
 - 3.4.2. Damage as a result of meter/equipment tampering
 - 3.4.3. Repairs necessary to resolve Electric Code violations.*Exceptions may apply if extreme unforeseen circumstances exist.

4. KLICKITAT PUD DISCRETION AND DISCLAIMER.

- 4.1. Repairs or replacements are strictly at the discretion of KPUD. This policy does not require or obligate KPUD to make or complete any repairs or replacements. In making said repairs, KPUD or its contractors will exercise the degree of skill and care required by good practice and procedure followed in the utility industry. However, KPUD cannot warrant or guaranty that replaced equipment will be without defect.

4.2. By enacting this policy or making any repairs or replacements, KPUD does not assume or offer any ongoing replacement, repair, or maintenance obligation. KPUD may make repairs or replacements to the equipment as specified herein solely at its discretion. However, KPUD will have no other obligation or duty to make other repairs or to maintain the equipment.

Date Adopted: 05-23-2023

Randy L. Knowles, President

Dan G. Gunkel, Vice President

Douglas B. Miller, Secretary

ATTACHMENTS: Customer Owned Infrastructure Figures, Figures 1
Figure 1. Klickitat PUD Owned vs. Customer Owned Equipment

