

Sharyland Utilities (SU) Customer Benefits with an Upgrade to Advanced Metering

Improved customer service

Through remote capabilities, SU can provide faster meter reading and service connections.

Improved outage response

When completely deployed, Advanced Meters will automatically show outage locations so restoration can begin quickly.

Reduction in service fees

With remote connection capabilities, service fees will be reduced.

More privacy

Advanced Meters can be read remotely so meter readers no longer have to routinely enter your property. SU will still need occasional access for testing and maintenance.

Expanded product options

Retail Electric Providers (REPs) may offer new, innovative price plans, such as time-of-use rates or pre-paid pricing.

Accessible energy data

Customers can better control their energy usage and budget accordingly.

How Advanced Metering Works



Advanced (Standard) Meter Opt-Out Process

Customers who request any non-standard meter service will need to follow these steps:

- 1 Once the PUCT issues an order setting the approved fees, requests to opt-out of the advanced meter service can be made by contacting Sharyland at 800-442-8688.
- 2 Customers will then receive a written notice, including an opt-out form, from Sharyland containing the initial one-time fee and on-going monthly fee associated with non-standard metering service.
- 3 Customers will have 60 days to return the signed opt-out form to Sharyland and must pay the **Non-Refundable One-Time Up-Front Fee**, or the existing non-standard meter will be replaced with an advanced meter.

Comparison of Standard and Non-Standard Metering Options

Meter Comparison	Advanced Meter (Standard)	Advanced Meter with Disabled Communication (Non-Standard)	Keep Existing Meter (Non-Standard)	Digital, Non-Communicating Meter (Non-Standard)	Analog Meter (If Commercially Available) (Non-Standard)
View daily energy use	✓	✗	✗	✗	✗
Remote service capabilities	✓	✗	✗	✗	✗
Remote meter reading	✓	✗	✗	✗	✗
Monthly advanced meter surcharge [^]	✓	✓	✓	✓	✓
Initial opt-out fee [*]	✗	✓	✓	✓	✓
Monthly opt-out fee ^{**}	✗	✓	✓	✓	✓

[^]The monthly advanced meter surcharge will not be established by the PUCT until after Sharyland's Advanced Meter plan is approved. Beginning with Sharyland's deployment of advanced meters, ALL Sharyland customers will pay a surcharge over a period of time.

^{*}The initial opt-out fee will be established by the PUCT as a part of Sharyland's Advanced Meter plan approval. This fee is established to cover the costs associated with administrative time, labor, transportation and potential meter testing costs. It also covers the cost of the advanced meter that will be installed upon the customer's move out, if one was never installed.

^{**}The opt-out monthly fee will be established by the PUCT as a part of Sharyland's Advanced Meter plan approval. Costs included in the opt-out monthly fee include the labor, transportation, and equipment used to manually read the meter and manually enter the read into the billing system each month.