

I. Purpose

Subject to eligibility requirements, certain New Braunfels Utilities (NBU) customers ("Customer(s)") may "opt out" of the installation of a smart meter under this Smart Meter Opt-Out Program.

II. Participation in the Program

By opting out of the smart meter, the customer is requesting that NBU either (a) not install a smart meter at the customer's residence or (b) remove a smart meter that is already installed. As a result, the customer is requesting that a meter requiring a monthly in-person reading by NBU or its contractors be installed. By electing to have a meter that requires a field visit, the customer must pay applicable meter installation(s) costs (see Exhibit A).

III. Eligibility

- A. Only single-family residential customers may opt out. Multi-family residential and commercial customers are not eligible.
- B. To qualify, customer accounts may not have had any disconnection for non-payment in a consecutive twelve (12)-month period. In order to maintain eligibility, a customer's account may not have had any disconnection for non-payment in a twelve (12) month period;
- C. Customers with Distributed Energy Resources (DER) such as solar are not eligible;
- D. If NBU must return to the residence more than two (2) times to read a meter because the customer has refused to provide access, or makes access unsafe or impractical, the customer is not eligible;
- E. Customers who have altered the Opt-Out Form other than by completing the customer Information are not eligible; and
- F. Customers who have tampered with NBU meter(s) and/or meter equipment, resulting in irregular connections, diversion of service, or any other unauthorized changes to service, are not eligible.

IV. Enrollment

A Customer must submit an unaltered, completed and signed Smart Meter Opt-Out Program Form to NBU for processing. If at any time after the twelve (12)-month period, the customer desires to have a smart meter placed at his/her residence, the customer must submit a completed and signed Smart Meter Acceptance Form (see Exhibit B).

Customers who refuse to allow installation of a smart meter must submit an Opt-Out Form within ten (10) days of refusal. Failure to submit the Opt-Out Form timely will result in a rescheduled time for installation of the NBU smart meter(s). In addition, customers refusing access to their meters may be subject to "Access Hindrance Fee Charges" as set forth in the NBU Service Conditions Policy.

V. Fees

The Program Fees include all costs associated with the removal and replacement of the smart meter(s) with a meter(s) that requires an in-person visit (see Exhibit A). The Fee will be billed to the customer, with the subsequent billing statement.

VI. Access

In order to provide utility service, including maintenance, each customer agrees to provide access to his/her property and NBU's meter(s).

NOTE: New Braunfels Utilities may, at any time and in its sole discretion, choose to re-evaluate and modify these Program Terms and Conditions and associated fees without prior notice to the customer.

A residential customer may request to opt out of New Braunfels Utilities (NBU) Smart Meter program, as defined as the disconnection, removal, or powering off of relevant radio frequency signal within or connected to an (NBU) electric or water meter at their point of service. Only the Customer of Record may request a Smart Meter removal for the respective meter(s). There is a one-time fee to switch device(s) to a non Smart Meter of \$75 for one or both meters. A customer desiring to switch back to Smart Meter services would incur a \$75 fee to reset or re-install fully automated device(s).

Please complete the form below and return by mail to: NBU, Attention: Customer Service, P.O. Box 310289, New Braunfels, TX 78131. You may also email the completed form to CustomerService@nbutexas.com or fax it to 830.629.2119.

Name: _____

Account #: _____

Service Address: _____
Address Apt/Unit City State Zip

Phone #: _____ Email Address: _____

Are there any meter access issues we should be aware of? Yes No

If yes, please describe: _____

I want to exchange my electric Smart Meter for a meter that requires a field visit on a monthly basis.

By checking this box, I certify that I am the authorized Customer of Record and acknowledge that a meter that requires a field visit will be installed at this location. I am aware of and agree to the one time \$75 fee for one or both meters to switch the device(s) which will be added to my next billing statement.

I want to exchange my water Smart Meter for a meter that requires a field visit on a monthly basis.

By checking this box, I certify that I am the authorized Customer of Record and acknowledge that a meter that requires a field visit will be installed at this location. I am aware of and agree to the one time \$75 fee for one or both meters to switch the device(s) which will be added to my next billing statement.

**In order to maintain eligibility, customers must maintain Satisfactory Credit History as defined in the Service Conditions Policy.*

Customer Signature

Date

Customers who choose to opt out of a Smart Meter will receive a phone call to confirm program selection. For more information about smart meters and NBU's Dynamic Customer Connections, please visit nbutexas.com. If you have questions, or prefer to speak to one of our customer service representatives, please call 830.629.8400.

SMART METER	FEES
One-time fee to exchange Smart Meter for a meter requiring a field visit, for one or both meters.	\$75.00
One-time fee to disable and replace existing digital meter	\$75.00

- Smart Meter Opt-Out Program Fees applicable to qualified accounts.

This form only applies to customers currently enrolled in the Smart Meter Opt-Out Program, and are requesting the installation of NBU's Smart Meter.

There is a one-time fee of \$75 to reset or re-install a fully automated device(s) for one or both meters.

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Name: _____

Account #: _____

Service Address: _____
Address Apt/Unit City State Zip

Phone #: _____ Email Address: _____

Are there any meter access issues we should be aware of? Yes No

If yes, please describe: _____

I am requesting and accepting the installation of an electric Smart Meter.

By checking this box, I certify that I am the authorized Customer of Record and acknowledge that the meter will no longer require a field visit and the Smart Meter will be reinstalled. I am aware of and agree to the one time \$75 fee for one or both meters to switch the device(s) which will be added to my next billing statement.

I am requesting and accepting the installation of a water Smart Meter.

By checking this box, I certify that I am the authorized Customer of Record and acknowledge that the meter will no longer require a field visit and the Smart Meter will be reinstalled. I am aware of and agree to the one time \$75 fee for one or both meters to switch the device(s) which will be added to my next billing statement.

For more information about Smart Meters and NBU's Dynamic Customer Connections, please visit nbutexas.com. If you have questions, or prefer to speak to one of our customer service representatives, please call 830.629.8400.