



Advanced Metering Infrastructure Opt-Out Policy

The City of Santa Monica Water Resources Division offers residential customers the option to opt-out of the City's Advanced Metering Infrastructure (AMI) program if they prefer to have a traditional water meter, without AMI transmission, at their residence. Customers who opt-out will not have an AMI transmitter installed on their water meter, and their water usage will be manually read by our staff on a regular basis for billing purposes.

By opting out of the AMI program residents will not be able to take advantage on the benefits of the program. AMI water meters provide residents and customers real-time monitoring of their water usage to track their consumption patterns, identify potential areas for water savings, and alert them of water leaks. Access to this detailed data allows residents to make informed decisions about their water usage, leading to reduced water usage and lower water bills. AMI participants can also select leak detection notifications when they register for the AMI application (app) to track their water usage. Without AMI water meters, water leaks may go unnoticed for multiple billing cycles or months. This timely detection helps residents take immediate action to repair leaks to prevent water loss, avoid highwater bills, and avoid damage to property. By opting out of the AMI program you will no longer be eligible to participate in the city's water leak adjustment program.

Eligibility:

Customers who wish to opt-out of our AMI program must meet the following eligibility criteria:

- The customer must be the account holder or an authorized representative of the account holder.
- The customer must have an active account with the City.

Opt-Out Process:

Customers who wish to opt-out of our AMI program must follow these steps:

1. Contact our Billing department by phone (310-458-8224 extension 1) or email (billing.collections@santamonica.gov) to request an AMI Opt-Out form.
2. Complete and submit the opt-out form to our Billing department. The form must be signed by the account holder or an authorized representative.
3. Pay the one-time set up fee per meter for opting out of our AMI program.
4. Agree to a billing cycle fee per meter to manually read the meter. The current billing cycle is bi-monthly but is subject to change to monthly at the discretion of the City.

Customers who opted out of our AMI program may also request to opt back in at any time.

Important Note:

Customers who opt-out of our AMI program should be aware that this shall result in higher fees for manual meter reading, and they may not have access to certain features and benefits of our AMI program, such as real-time water usage data and leak detection alerts. Additionally, customers who opt-out may be subject to different billing cycles and will not be eligible for the City's leak adjustment program.

Contact Us:

If you have any questions about our AMI opt-out policy, please email billing.collections@santamonica.gov or call 310-458-8224 extension 1.