

Appendix 3 – Non-Participation Customer Engagement

Questionnaire for Opt Outs

1. Can you tell me what it is specifically that you are concerned about with the Advanced Metering Infrastructure (AMI) system?
2. There are many benefits for our customers with the AMI system such as:
 - Accurate bills each month with no estimates.
 - No longer a need for meter readers to enter your yard or home.
 - Leaks can be detected sooner.
 - You can save money by tracking your usage better.

Considering the above, please answer the following:

- a. Would you be willing to have a communication module installed?
 - b. Is there anything else we could do to address your concerns?
 - c. Would you be willing to accept a communication module on a temporary/trial basis for your assessment?
3. (For Electric Customers Only) In order to maintain compliance with Measurement Canada regulations, your meter will need to be replaced this year, and we would like to consider your feedback in choosing a suitable replacement meter. We have two options:
 - a. It is possible to permanently turn the radio off in the new meter. If this is done, would you be willing to accept a new meter?
 - b. Alternatively, it is possible to exchange your meter with a “non-smart” meter that has no radio communication (a similar meter was being used previously with our customers prior to our Smart Meter Replacement Program). Would you be willing to accept this type of meter?
 - c. Which option do you prefer?
 4. For any customers who refuse a smart meter or communication module, the City will need to send someone to read the meter monthly. There could be an additional charge for this added to your monthly bill since it is an expense for the City. The other option is to self-read your water meter each month and submit it. Would you be willing to pay an additional monthly charge to cover the expense of the City manually reading your water meter?

Responses from Non-Participating Electric Customers

Basic Concern	Total Contacted - 167	Percentage
Accuracy	3	2%
No Concern	56	34%
No Feedback	39	23%
Other	5	3%
Privacy	2	1%
Radio Frequency	53	32%
Safety	9	5%

Willing to Accept AMI Meter	Total Respondents - 167	Percentage
No	70	42%
No Feedback	41	25%
Yes	56	34%

Willing to Accept an AMI Meter with the Radio Off	Total Respondents - 111	Percentage
No	37	33%
No Feedback	58	52%
Yes	16	14%

Willing to Accept a Non-Smart Meter	Total Respondents - 111	Percentage
No	9	8%
No Feedback	56	50%
Yes	46	41%

Meter Preference	Total Respondents - 111	Percentage
No Feedback	48	43%
No Preference	1	1%
Non-Smart Meter	57	51%
Radio Off	5	5%

Willing to Pay a Monthly Fee for Meter Readings	Total Respondents - 111	Percentage
Depends	3	3%
No	40	36%
No Feedback	50	45%
Yes	18	16%

Responses from Non-Participating Water Customers

Basic Concern	Total Respondents - 100	Percentage
Health/Emissions	22	22%
Charges Will Vary/Large Bill	1	1%
No Reason	2	2%
Bad Experience with Power	2	2%
Fire Concern	2	2%
Loss of City Jobs	2	2%
Don't Want to be Contacted	17	17%
Accepted AMI	7	7%

Booked AMI	6	6%
Voicemail	22	22%
Incorrect Contact Information	4	4%
Hang Up	4	4%
No Voicemail	4	4%
Installed AMI and Removed	2	2%
Language Barrier	2	2%
Prefer Equalization	1	1%

Willing to Pay a Monthly Fee for Meter Readings	Total Respondents - 31	Percentage
Yes	6	19%
No	8	26%
Depends on Factors	17	55%

Willing to Self Read	Total Respondents - 30	Percentage
Yes	29	97%
No	1	3%