

## Smart Meter Opt-Out Application

Smart meters will put customers in control of their energy usage and help us respond more quickly in the event of an outage. It's a big step forward in creating a modernized electricity grid that is based on choice, convenience, reliability, and more customer control. As well, smart meters are the foundation for integrating future smart grid innovations, as customer demand grows for technologies like electric vehicles, smart appliances, and battery systems.

Nova Scotia Power began upgrading electrical meters to smart meters in the fall of 2019, work which will continue through to early 2021. When smart meter technology is turned on in 2021, customers will begin enjoying the following benefits:

- Access to daily information on your energy consumption, enabling you to make more informed decisions on how you use electricity. You'll also have the option to set billing notifications to help manage your electricity costs.
- Smart meters will notify us when your power goes out. This will enable a quicker response in the event of an outage.
- Smart meters will enable connection or disconnection of electricity without an on-site appointment, making it quicker and easier for you.

Before opting out of receiving a smart meter, it is important to understand the service limitations of a non-communicating meter. It is also important to be aware of the fees associated with manually reading a non-communicating meter.

Please carefully read the following information and sign all required waivers and acknowledgements to complete the application to opt out of receiving a smart meter.

## STEP 1

### Account information

Requestor's Name:	
Account Holder's Name:	
Service Address (list all addresses if you wish to opt out of more than one premise):	
Are you the Premise Owner or Renter? (The account holder has option to opt out):	
What is your Primary Contact Number? (This is the number we will use to contact you):	
Email Address:	
Reason for Opting Out:	

## STEP 2

### Refusal of Smart Meter Benefits

I acknowledge that by opting out, I WILL NOT RECEIVE the following smart meter benefits:

- **Enhanced service** – Smart meter technology will make connecting or disconnecting electricity easier and faster for you. If you are moving, or if you have a seasonal property, there will be no need to book an appointment. Just give us a call and we will be able to turn your power on or off remotely.
- **Quicker power restoration** – Smart meters will notify us when your power goes out. This will enable a quicker response in the event of an outage.
- **Information is power** – Smart meters will put you in control of your energy use. When smart meter technology comes online in 2021, you'll be able to easily access and monitor your daily energy use. You'll also have the option to set billing notifications to help manage your costs.

### STEP 3

#### Acknowledgement of Manual Meter Reads and Fees

- I understand that under the terms of the Nova Scotia Utility and Review Board's direction, I will be required to **pay a fee for NS Power to manually read** a non-communicating meter.

*Opt out customers whose meters are currently read every two months will pay a fee of approximately \$4 per month. This fee and the number of times a meter is read annually, is subject to review and approval by the Nova Scotia Utility and Review Board (UARB). Customers will not be charged these fees or experience a change in the number of times their meter is read annually until approval is received from the UARB.*

- I understand that **some of my bills will be manual meter reads and some could be estimates**. Estimates will be based on the best available data.
- I must **provide reasonable access** to my meter for the purpose of conducting meter reads and meter maintenance.

### STEP 4

#### Final Acknowledgement

I confirm I have read and understand all terms and conditions as stated above.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please return the completed form to:**  
Attn: Customer Care Smart Meter Team  
P.O Box 910  
Halifax, NS B3J 2W5

Or email to [smartmeterinfo@nspower.ca](mailto:smartmeterinfo@nspower.ca)