



RESOLUTION NO. 2026-02

A RESOLUTION OF THE MAYOR AND COUNCIL OF BERLIN
ADOPTING A SMART/AMI METER OPT-OUT POLICY

WHEREAS, The Mayor and Council of the Town of Berlin has invested significantly in Smart/AMI (Advanced Metering Infrastructure) technology and equipment for both the Electric and Water Utilities for the purposes of increased accuracy and reliability of the metering system, which is ultimately to the benefit the customers of the Town of Berlin;

WHEREAS, it is required by the Maryland Public Service Commission (MPSC) to offer the option for Electric Utility customers to choose not to participate in the Smart/AMI Meter system for their account; and

WHEREAS, in addition to the requirement as pertains to the Electric Utility, the Town of Berlin has also elected to offer the same Opt-Out Program for Smart/AMI Meters under the Water Utility.

NOW, THEREFORE, BE IT RESOLVED that the Town of Berlin hereby adopts the AMI METER OPT-OUT POLICY, INCLUDING THE FEE STRUCTURE INDICATED and with the caveat of MPSC approval for the Electric Utility as further described in the policy and as attached.

Approved this 23rd day of March, 2026 by the Council of the Town of Berlin, Maryland, by the following vote.

Name	Counted toward Quorum				
	Aye	No	Abstain	Recused	Absent
Dean Burrell, VP	✓				
Steve Green	✓				
Jay Knerr	✓				
Shaneka Nichols					✓
Jack Orris		✓			
<i>Voting Tally</i>	<u>3</u>	<u>1</u>			<u>1</u>

Dean Burrell, Sr., Vice-President of the Council

Approved this 23rd day of March, 2026 by the Mayor of the Town of Berlin.

Zackery Tyndall, Mayor and President of Council

ATTEST:

Mary Bohlen, Town Administrator



Mayor & Council of Berlin

10 William Street, Berlin, Maryland 21811

Phone 410-641-2770 Fax 410-641-2316

www.berlinmd.gov

Advanced Metering Infrastructure (AMI) / Smart Meter Opt-Out Policy

The Town of Berlin has invested in Advanced Metering Infrastructure (AMI) for both its Electric and Water Utilities. These “smart meters” provide significantly greater accuracy and reliability than older metering technologies and allow meters to be read remotely via secure radio communication. AMI also improves customer access to account information by enabling near real-time viewing of meter activity through designated online portals.

Customer Portals

- **Water Utility:** <https://townofberlin.my360-app.com>
- **Electric Utility:** Portal information will be provided once the program is fully operational

Customer Right to Opt Out

Pursuant to regulations of the Maryland Public Service Commission (MPSC), electric utility customers have the right to decline participation in the AMI metering program. As a courtesy to customers, the Town of Berlin is extending a similar opt-out option to water utility customers.

Smart Meter Opt-Out Program

Customers who elect to opt out of AMI metering (“Opt-Out Customers”) are subject to both a one-time, up-front fee and a recurring monthly fee for each applicable meter.

Opt-Out Fees

- **One-time fee:** \$50.00 per meter
 - Payable in three (3) monthly installments (\$16.70, \$16.65, \$16.65)
- **Monthly fee:** \$17.00 per meter, per month

All opt-out charges will appear as separate line items on the customer’s monthly utility bill.

IMPORTANT NOTE: The Town of Berlin must seek approval of the MPSC to impose the above fees for customers choosing to opt-out of Electric Utility AMI Meters. However, the Town is offering the ability to customers to opt-out at this time, **with appropriate fees to be payable upon approval of the MPSC.**

Water Utility Opt-out customers, including those with both Electric and Water meters, will be charged fees for the Water meter opt-out immediately.

Billing and Waiver Provisions

Upon enrollment, Opt-Out Customers will receive an initial bill that includes:

- The first installment of the one-time fee; and
- The applicable monthly opt-out fee.

An Opt-Out Customer may discontinue the opt-out program at any time by electing to have a smart meter installed.

Waiver Period

If the customer agrees to have a smart meter installed **before the end of the fifth (5th) billing cycle** following the first appearance of opt-out charges on the bill—and allows reasonable access for installation—all opt-out charges will be waived and removed from the customer’s account as applicable.

After the Waiver Period

If the customer elects to have a smart meter installed **after** the waiver period has expired:

- Opt-out charges will continue to be billed; and
- No refunds will be issued for any opt-out charges paid prior to election to have a smart meter installed beyond the waiver period described above.
- Charges will cease upon the earlier of:
 - Installation of a smart meter; or
 - Thirty (30) days after the Town receives customer notification, provided reasonable access is allowed for installation.

Multiple Meters

Customers with multiple meters—whether serving a single property or multiple properties—must specify, by account number, which meters are being enrolled in the AMI/Smart Meter Opt-Out Program. Fees will apply separately to each individual meter enrolled in the opt-out program.

How to Request Opt-Out

Requests to opt out of AMI metering for electric and/or water service must be submitted in writing by one of the following methods:

- Completion of the appropriate opt-out form: [click here for form](#)
- Email: info@berlinmd.gov
- Written correspondence delivered to the Town of Berlin, AMI Opt-Out Program, 10 William Street, Berlin, MD 21811

Additional Information and Meter-Specific Details

- Only the **Electric Utility AMI program** is regulated by the Maryland Public Service Commission. However, the Town of Berlin has chosen to offer opt-out guidelines for the Water Utility.

Electric Meters

If a customer opts out of AMI metering:

- The existing analog, AMR, or ERT* meter will remain in service.
- If that meter fails or requires replacement in the future, it will be replaced with the appropriate metering technology available at that time.

Water Meters

- At the time of the development of this policy, AMI-capable water meters have been or will be installed for all customers.
- For customers who opt out, the two-way communication capability of the water meter will be disabled.

*Meter Definitions

- **Analog Meter:** Requires on-site visual reading
- **AMR:** Automatic Meter Reading
- **ERT:** Encoder/Receiver/Transmitter

Smart Meter (AMI) Frequently Asked Questions

What is Advanced Metering Infrastructure (AMI)?

Advanced Metering Infrastructure (AMI), also known as “smart meters,” is modern metering technology used by the Town of Berlin for Electric and Water Utilities. AMI meters:

- Provide more accurate and reliable readings
 - Allow meters to be read remotely using secure radio technology
 - Enable customers to view usage information through online portals, often in near real time
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How can I access my meter information online?

- **Water Utility Portal:** <https://townofberlin.my360-app.com>
 - **Electric Utility Portal:** Information will be provided once the program is fully operational
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Do I have the right to opt out of a smart meter?

Yes. Under Maryland Public Service Commission (MPSC) regulations, electric utility customers may choose not to participate in the AMI program. Although water utilities are not regulated by the MPSC, the Town of Berlin offers a similar opt-out option for water customers as a courtesy.

What does it mean to opt out?

Opting out means that your electric and/or water meter will not actively use AMI communication technology. Customers who opt out remain responsible for manual meter reading and related administrative costs, which are recovered through opt-out fees.

What are the opt-out fees?

Opt-out fees apply **per meter** and include:

- **One-time fee:** \$50.00 per meter
 - Payable in three (3) monthly installments (\$16.70, \$16.65, \$16.65)
- **Monthly fee:** \$17.00 per meter, per month as long as the meter is enrolled in the program.

These charges will appear as separate line items on your utility bill.

When will opt-out charges begin?

For the water utility, after you enroll in the opt-out program, your first bill will include:

- The first installment of the one-time fee, and
- The monthly opt-out fee

For the electric utility, if you enroll in the opt-out program, the first installment of the one-time fee, and the monthly opt-out fee, will appear on the first bill following approval of the charges by the MPSC.

Can I change my mind after opting out?

Yes. You may discontinue the opt-out program at any time by choosing to have a smart meter installed, provided you allow reasonable access for installation.

Is there a fee waiver if I change my mind?

Yes. If you agree to have a smart meter installed **within five (5) billing cycles** of when opt-out charges first appear on your bill:

- All opt-out charges will be waived and removed from your account

- Reasonable access for installation must be provided
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What happens if I change my mind after the waiver period?

If you request smart meter installation after the five-billing-cycle waiver period:

- Opt-out charges will stop when:
 - A smart meter is installed, or
 - Within 30 days after the Town receives your request, provided installation access is allowed
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What if I have more than one meter?

Customers with multiple meters must specify, by account number, which meters are opting out. Opt-out fees apply separately to each meter.

How do I request to opt out?

Opt-out requests must be submitted in writing by one of the following methods:

- Complete the opt-out form: [click here for form](#)
 - Email: info@berlinmd.gov
 - Written correspondence delivered to the Town of Berlin
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What happens if I opt out of an electric smart meter?

- Your existing analog, AMR, or ERT meter will remain in service
 - If that meter fails or must be replaced in the future, it will be replaced with the appropriate technology available at that time
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What happens if I opt out of a water smart meter?

- AMI-capable water meters are installed for all customers
 - If you opt out, the two-way communication feature of the water meter will be disabled
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Are electric and water smart meters regulated the same way?

No. The Electric Utility AMI program is regulated by the Maryland Public Service Commission. The Water Utility is not PSC-regulated; however, the Town applies similar opt-out guidelines for consistency and customer convenience.

What do these meter terms mean?

- **Analog Meter:** Requires on-site visual reading
- **AMR (Automatic Meter Reading):** One-way automated meter reading
- **ERT (Encoder/Receiver/Transmitter):** A device that transmits meter data



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AMI/Smart Meter Opt-Out Request form

By submitting the form below, or otherwise requesting in writing, I acknowledge that I have read the Town of Berlin AMI Opt-Out Policy and agree with the terms and conditions described.

- I understand that I will be billed a one-time fee of \$50.00 per meter, payable in three (3) monthly installments (\$16.70, \$16.65, \$16.65), as well as a \$17.00 monthly fee per meter, until such time as I may inform the Town of Berlin that I no longer wish to participate in the Opt-Out program.
- I understand that the Town of Berlin must receive approval from the Maryland Public Service Commission for fees for the Electric Utility Smart Meter opt-out.
- I further understand that these fees are payable for each meter for the accounts identified.

If the customer is requesting to Opt-Out for multiple accounts, a separate form must be submitted for each account. Or the customer may submit written correspondence listing each applicable account. It is acceptable to attach a separate page listing each applicable account with this signed form, provided the relevant information requested below is included.

Requests must be sent to:

**Town of Berlin
AMI Opt-Out Program
10 William Street
Berlin, MD 21811**

Or by email to: info@berlinmd.gov

Account holder name: _____

Physical Address of account: _____, Berlin, MD 21811

Account number: _____

Type of Account: Electric Water/Sewer

Contact information for questions:

Phone: _____

Email: _____

Signature: _____

Date: _____

Printed Name: _____