



**Office of the People's Counsel  
District of Columbia**

1133 15th Street, NW • Suite 500 • Washington, DC 20005-2710  
202.727.3071 • FAX 202.727.1014 • TTY/TDD 202.727.2876



**Brenda K. Pennington**  
Interim People's Counsel

September 27, 2010

**VIA ELECTRONIC FILING**

Dorothy Wideman  
Commission Secretary  
Public Service Commission  
of the District of Columbia  
1333 H Street, N.W.  
Second Floor West  
Washington, D.C. 20005

**Re: Formal Case No. 1056, In the Matter of the Application of Potomac Electric Power Company For Authorization to Establish a Demand Side Management Surcharge and an Advance Metering Infrastructure Surcharge and to Establish a DSM Collaborative and an AMI Advisory Group**

Dear Ms. Wideman:

Enclosed for filing in the above-referenced proceeding are an original and three (3) copies of the "Motion of the Office of the People's Counsel Requesting the Commission To Require Pepco to Delay its Citywide AMI Deployment Until After The Company Presents A Consumer Education and Media Outreach Proposal Regarding the Installation of Its Smart Meters."

If there are any questions regarding this matter, please contact me at (202) 727-3071.

Sincerely,

Laurence C. Daniels  
Assistant People's Counsel

Enclosure

cc: Parties of record

**BEFORE  
THE DISTRICT OF COLUMBIA  
PUBLIC SERVICE COMMISSION**

**In the Matter of**

**The Application of the  
Potomac Electric Power Company  
for Authorization to Establish a  
Demand Side Management Surcharge  
and an Advance Metering Infrastructure  
Surcharge and to Establish a DSM  
Collaborative and an AMI Advisory  
Group**

§  
§  
§  
§  
§  
§  
§  
§  
§  
§

**Formal Case No. 1056**

**MOTION REQUESTING THE COMMISSION TO REQUIRE PEPCO  
TO DELAY ITS CITYWIDE AMI DEPLOYMENT UNTIL AFTER THE  
COMPANY PRESENTS A CONSUMER EDUCATION AND MEDIA OUTREACH  
PROPOSAL REGARDING THE INSTALLATION OF ITS SMART METERS**

**I. INTRODUCTION**

Pursuant to Rule 105.8 of the Public Service Commission’s (“PSC” or “Commission”) Rules of Practice and Procedure, 15 D.C.M.R. § 105.8 (2006),<sup>1</sup> the Office of the of the People’s Counsel of the District of Columbia (“OPC” or “Office”), the statutory representative of utility ratepayers in the District of Columbia,<sup>2</sup> hereby respectfully submits its Motion requesting the Commission require the Potomac Electric Power Company (“PEPCO” or “Company”) delay its citywide deployment of its Advanced Metering Infrastructure (“AMI” or “smart grid”) until the Company begins a consumer education and media outreach program educating consumers on the smart grid and the manner in which the Company will install its new smart meters in the District of Columbia.

---

<sup>1</sup> 15 D.C.M.R § 105.8 (2007).

<sup>2</sup> D.C. Code § 34-804 (2007).

## II. SUMMARY OF OPC'S REQUEST

At the outset, it is important to note that OPC fully supports PEPCO's deployment of its advanced metering infrastructure and smart grid program to the extent that it empowers consumers to reduce their electric consumption, supports energy efficiency, reduces the District of Columbia's overall electric load capacity, and does not impose a financial burden on seniors, those on fixed incomes and lower income electric utility consumers. Further, OPC supports PEPCO's efforts to deploy a smart grid that allows the District of Columbia to achieve its energy goals as outlined in the city's Green DC agenda. However, the Office has a major concern regarding deployment and implementation. Specifically, OPC's major concern is PEPCO's lack of early consumer education about how the smart grid will be deployed, the benefits consumer can expect in the short term as well as any alerting them to potential problems that may occur. Indeed, OPC believes the ultimate success of the program is inextricably linked to comprehensive customer education on the front end. PEPCO's failure to provide early education will lead to consumer confusion about the smart grid in general, and the installation of smart meters on their premises, in particular. Having to readdress and remedy widespread consumer confusion will increase the amount of money PEPCO will seek to recover from ratepayers.

The comments contained herein outline what OPC believes, based upon the experiences of other utilities that have or are deploying a smart grid, needs to be done in order for PEPCO to avoid consumer confusion and establish a solid relationship with consumers to create an environment of success in which the smart grid can deliver the load reduction and energy efficiency benefits the District of Columbia deserves.

OPC submits the success of PEPCO's AMI program will not rest on the strength of the technology, but on the degree to which consumers adopt the technology. Consumer adoption will only occur if the Company adequately educates consumers about the need for the smart grid and the expected benefits consumers are likely to derive from it before deployment begins. Recent evidence from a wide range of reliable sources *i.e.* utilities that have deployed an AMI network, consultants who have reviewed AMI deployments that had issues with consumer acceptance, expert surveys and the Maryland Public Service Commission indicate that educating consumers early and often is the key to establishing this new relationship with consumers and establishing a foundation for future success with the smart grid.

Based upon this evidence presented herein, OPC requests the Commission require PEPCO to delay its smart meter deployment until the Company submits a detailed consumer education and media outreach proposal and budget specifically addressing the initial deployment of the smart meters and issues related thereto as outlined herein that will commence prior to deployment. OPC recognizes that this is a drastic remedy, and it is only after careful consideration that it takes this action. However, the lessons learned from other jurisdictions compels the Office to urge the Commission to take preemptive action to protect the interest of D.C. ratepayers.

### **III. DISCUSSION**

PEPCO has presented the Commission and the parties with a Hobson's choice: Delay deployment in order to educate consumers or continue the deployment as scheduled to uneducated and uninformed consumers.

OPC's request for the Commission to require PEPCO to provide a consumer education and communications plan prior to deploying its smart meters is grounded on two reasonable positions. First, consumer education is important to the success of the smart grid and PEPCO's

smart meter installation program. Second, anecdotal evidence exists of several utilities that have experienced failure and success in their AMI deployment based upon whether they provided adequate education and outreach prior to deployment of the smart meters. Thus, OPC's request seeks to establish an environment of success for the future of the smart grid in the District of Columbia. If granted, it will allow consumers to have a clear focus on the changes that will occur as the smart grid is deployed throughout the city.

It is ironic that PEPCO has chosen this course of action, when at the same time it is being lauded for its consumer education component of the PowerCentsDC pilot program. A key and distinguishing factor in the pilot program was educating the participants about the program **before** it was implemented in their homes. Yet, in this instance, where it matters, the Company's position is that education can come later. As discussed more fully below, OPC disagrees.

#### **A. IMPORTANCE OF CONSUMER EDUCATION**

PEPCO's soon-to-be deployed smart grid will not only dramatically alter the electric landscape in the District of Columbia from a technical perspective, but it will also revolutionize the relationship between the utility and its consumers. The current relationship is simple – PEPCO provides electric energy at a flat rate and consumers pay the bill at the end of the month. Conversely, the smart grid will introduce a participatory relationship where PEPCO will still provide electric energy, but consumers will have a range of options at their disposal to facilitate their ability to have additional knowledge and greater control of their electric usage. Implicit in this new relationship is a paradigm shift for electric utility companies – selling a set of services to consumers. This new and necessary function cannot be overlooked or taken lightly. The degree to which PEPCO is able to perform this function will determine not only the success of its smart grid program, but also the degree to which consumers alter their energy consumption behavior. If consumers are successful in lowering their energy consumption, the District of

Columbia and the United States may be able to achieve their energy goals.

The timing of providing consumer education is important, particularly since all of the smart grid's functionality will not be available immediately when PEPCO begins its deployment. For instance, those consumers who are on the front end of the smart meter deployment schedule will have a lag of about two years before they will experience the newly proposed dynamic prices. Before as well as during this time, it is important for PEPCO to establish a dialogue with consumers to inform them about the functionalities of the smart grid, how consumers can begin to understand how to make decisions to reduce electric usage and the timeline for when consumer benefits will be realized. OPC submits, in the absence of factual information provided by the utility company, false perceptions and misinformation can take root and spoil the relationship between the utility company and its consumers. While the Company has spoken highly of the need for consumer education, they have not, to date, committed to establishing a schedule or produced a detailed educational proposal. Therefore, it is vitally important for the Commission to make PEPCO commit to begin a smart meter education campaign prior to the initial stage of deployment of smart meters.

**B. EVIDENTIARY SUPPORT FOR PROVIDING CONSUMER EDUCATION PRIOR TO DEPLOYMENT**

OPC is not alone in finding value in providing consumer education prior to the deployment of smart meters. A growing number of experts with extensive experience with smart grid deployment support this idea as well.

*1. The Mindset of Consumers Regarding the Smart Grid*

In May of this year, Ecoalign, a strategic and marketing agency focused on energy and the environment conducted a survey to test the perceptions and expectations of consumers

regarding the smart grid.<sup>3</sup> What the study found is that approximately 70% of Americans have not even heard of the phrase ‘smart grid’<sup>4</sup>. However, after being presented with a brief overview of the smart grid, consumers see it as a means to manage their rising energy bills.<sup>5</sup> Therefore, there is an opportunity for utility companies to introduce the smart grid to consumers and teach them how to use it as a valuable tool to better manage their energy usage. Thus, it is OPC’s belief that PEPCO must seize the opportunity to educate consumers now about the need for the smart grid. By doing so, PEPCO will begin to accurately define the benefits consumers can expect to receive and to develop the relationship with consumers that will be vital to the success of the smart grid.

## 2. *The Experience of PG&E in California*

Despite the fact that most Americans do not know about the smart grid, one smart grid experience that has garnered a lot of attention over the past year is the consumer backlash that occurred after Pacific Gas and Electric’s (“PG&E”) deployment of smart meters in California. Shortly after the smart meters were deployed, consumers began experiencing higher bills and attributed the increase to the smart meters. Also, many consumers objected to the installation of the meter because they had concerns about privacy and security of the new meters. In response to the backlash, the California Public Utilities Commission hired the Structure Consulting Group (“Structure Group”) to perform an analysis of PG&E’s network to determine whether the deployed smart grid was the cause of high bills. The Structure Group’s final report indicated that a combination of a heat wave and recent rate increases were the primary cause of the high bills.<sup>6</sup>

---

<sup>3</sup> EcoPinion, *Separating Smart Grid from Smart Meters? Consumer Perceptions and Expectations of Smart Grid*, Survey Report, May 2010.

<sup>4</sup> *Id.* at 2.

<sup>5</sup> *Id.*

<sup>6</sup> PG&E Advanced Metering assessment Report Commissioned by the California Public Utilities Commission, Prepared and Presented by the Structure Group, pps. 8-9, Sept. 2, 2010.

The report, however, also noted a number of customer service failings that contributed to the customer backlash. Two major customer service issues were raised – first, “[c]ustomer skepticism regarding the new advanced meter technology was not effectively addressed by PG&E on a timely basis. Second, “communications/notifications surrounding physical meter installation were lacking, or that the customer has issues with the installation personnel.”<sup>7</sup>

The recommendations in the Structure Group’s report provides an important lesson for any utility company embarking on the deployment of smart meters – notify consumers that the smart grid is coming and fully explain the process of installation. OPC cannot over emphasize the importance of extensive consumer education prior to the deployment of PEPCO’s smart meters.

### 3. *The Successful Deployment Experience of Austin Energy*

It was recently reported in an industry publication that Austin Energy in Austin, Texas had a very successful deployment of over 407,000 smart meters. Chief Operating Officer of Austin Energy, Cheryl Mele, stated that “one of the most important aspects [of the deployment] was communications – communications with lots of customers.”<sup>8</sup> Before Austin Energy’s consumers received smart meters, they received newsletters, press releases, and were provided with a postcard three weeks before their smart meter was installed. Austin Energy received about 11,000 phone calls with only a few complaints.

### 4. *The Basis for Baltimore Gas and Electric’s Consumer Education Plan*

Another local utility company embarking on the task of full AMI deployment is Baltimore Gas and Electric in Maryland (“BGE”). In July 2010, BGE submitted its Smart Grid

---

<sup>7</sup> *Id.* at 27.

<sup>8</sup> Smart Grid Today, *To Master AMI, Austin Energy Focused on Consumer Education*, September 14, 2010.

Customer Education and Communication Plan to the Maryland Public Service Commission.<sup>9</sup> In it, BGE details what it learned through extensive industry research about the need to engage consumers through consumer education. As to what BGE learned from other utilities with smart grid deployment experience, BGE stated “[I]n addition to formal research, BGE representatives interviewed utility representatives, public relations firms, marketing organizations and industry leaders with smart grid experience to identify best practices, challenges and issues. An overwhelming response was “[c]ommunicate early and often.””<sup>10</sup> The report identifies several resources from other utility companies BGE will use as a guide as it develops its education and outreach plan to be used to communicate with its customers about the smart grid and its benefits.

#### *5. The Experience of the PowerCentsDC Pilot Program*

This Commission need look no further than the District of Columbia for an example of how to engage consumers about the smart grid. Earlier this month, the final report of the PowerCentsDC pilot program was released. Of all of the pilots being conducted throughout the country, this pilot has been recognized by the White House as being a prime example of how to conduct a smart meter pilot program. In fact, in a recent trade publication, *Electric Utility Week*, Chris King, the program manager of PowerCentsDC, noted one of the reasons for its phenomenal success.

Utility smart grid efforts in Texas, California and Maryland have attracted more attention for consumer complaints and regulatory hurdles than some have success stories around the country, but the [PowerCentsDC] pilot program offers lessons for other utilities on engaging consumers, King said. Some utilities may focus on installing meters first and engaging consumers second, but in the Pepco pilot “we got their buy-in early and it made it a better program as a result.”<sup>11</sup>

---

<sup>9</sup> Baltimore Gas & Electric Smart Grid Customer Education and Communication Plan, July 12, 2010.

<sup>10</sup> *Id.* at 12 (emphasis added).

<sup>11</sup> *DC Officials Hail Pepco’s Smart Grid Pilot as Success That Can Inform Other Programs*, (Electric Utility

Once again, it is ironic that PEPCO, a member of the PowerCentsDC Board and the entity that paid for the pilot, is moving forward with its smart grid effort without providing adequate notice and education to its consumers regarding the Company's smart grid deployment in the District of Columbia. As many other utility companies will use the model of PowerCentsDC – educating consumers early on in the process, the Commission should require PEPCO to follow its own example and begin to educate consumers about the smart grid *prior to* deployment of the smart meters.

6. *The Rationale of the Maryland Public Service Commission*

The Maryland Public Service Commission (“MD PSC”) recently found that the need for early communication and education of consumers is vital in order to foster the success of the smart grid. In Order No. 83571, the MD PSC said that for PEPCO to achieve the stated benefits of the smart grid, a fundamental change must occur in their customer's behavior and that change will only come through consumer education.<sup>12</sup> The MD PSC further states that “[PEPCO] has not yet developed a plan for the type of detailed, comprehensive customer education and communications program that the Parties agree will be necessary to effectuate and sustain such change, nor does [PEPCO] appear to have fully considered the costs of such a program. That cannot continue if [PEPCO] is to move forward with AMI deployment in this State.”<sup>13</sup> Based on this finding, the MD PSC ordered PEPCO to develop and submit for approval a detailed and comprehensive customer education and communications plan which will be implemented sufficiently in advance of AMI deployment in order to optimize customer awareness and engagement.<sup>14</sup>

---

Week), Sept. 13, 2010, at 28.

<sup>12</sup> Case No. 9207, *In the Matter of Potomac Electric Power Company and Delmarva Power & Light Company Request for the Deployment of Advanced Metering Infrastructure*, pps. 53-54, Order No. 83571, rel. Sept. 2, 2010.

<sup>13</sup> *Id.* at 54.

<sup>14</sup> *Id.* (emphasis added).

The decision by the MD PSC highlights the fact that it is just as important for a regulatory agency to have the utility company's consumer education and media outreach plan as it is to have the vendor specifications for the hardware and software to be used to support the smart grid network before deployment begins. While OPC recognizes there is no statutory mandate for the Commission to require PEPCO to provide a consumer education and media outreach plan and that the Commission is not obligated to follow the decisions reached in other jurisdictions, the public interest dictates that PEPCO should be so ordered. By failing to provide adequate consumer education prior to smart meter deployment, ratepayers may have to pay more for PEPCO to address misconceptions and consumer confusion about its smart meter program.

### **C. OPC'S REQUEST**

Based upon the aforementioned evidentiary support, OPC requests the Commission delay PEPCO's citywide deployment of smart meters, scheduled to begin the first week of October 2010 and require the Company to develop and present for approval a consumer education and communications plan, including a budget that outlines to consumers the reason why PEPCO is deploying AMI, provides details about the time, place and manner of the smart meter installation, highlights the features of the smart meter, sets out the short and long term benefits consumers will receive and provides contact information if consumers have additional questions. The print and advertising materials should:

- 1) explain why PEPCO is installing an AMI network and the benefits consumers can expect,
- 2) provide notice regarding when the new smart meters will be deployed,
- 3) detail what will happen on the day the new meter is installed,
- 4) explain who will install the new meter
- 5) outline the functionality of the new meter,
- 6) highlight the accuracy and security features of the new meters,
- 7) explain how the new meter will be read immediately and in the future,
- 8) explain the impact the new meter will have on rates now and in the future,
- 9) explain when detailed data from new meter will be available and in what form(s),
- 10) provide a telephone number to contact PEPCO with additional questions.

The Office, through its participation in the AMI Education Task Force, is aware of the literature and correspondence PEPCO has developed to date. OPC submits this information needs to be enhanced to include all of the information listed above. Additionally, it should be supplemented with a media outreach plan that will effectively inform consumers about the Company's smart grid deployment through various media forms. OPC is willing to work with PEPCO to achieve this goal. Attached to this filing are examples from other utilities that capture the information listed above.

OPC submits this request is reasonable and in the public interest because, as outlined above, it establishes an environment of success for the smart grid. Moreover, this request is not onerous because PEPCO has been mandated to provide a similar plan in Maryland.

Taken together, the lessons learned from other utility companies and the rationale in the MD PSC's recent decision are a sound evidentiary foundation upon which to rest a decision to require PEPCO to provide this Commission with a consumer education and media outreach proposal regarding the initial deployment of smart meters.

**IV. CONCLUSION**

For the foregoing reasons, the Office respectfully requests the Commission require PEPCO delay deployment of its smart meter program in order to develop a consumer education and communications plan and budget prior to deployment as outlined herein.

Respectfully submitted,



Brenda K. Pennington  
Interim People's Counsel  
D.C. Bar No. 478941

Sandra Mattavous-Frye, Esq.  
Deputy People's Counsel  
D.C. Bar No. 375833

Laurence C. Daniels, Esq.  
Assistant People's Counsel  
D.C. Bar No. 471025

OFFICE OF THE PEOPLE'S COUNSEL  
1133 15th Street, N.W., Suite 500  
Washington, D.C. 20005  
(202) 727-3071

Dated: September 27, 2010

# Attachment

## *Examples of Smart Grid Marketing Materials*

# Quick Facts About Smart Meters

## What are smart meters?

Smart meters allow for two-way communication between you and SDG&E. These meters record your energy use information daily. It's then remotely sent to SDG&E's computer data center for operations, billing and customer service. This means SDG&E will be able to better manage overall energy needs and quickly detect power outages as they happen.



To be able to view your energy use information online, you need to sign up for My Account, SDG&E's online account management/bill payment service. You'll be able to receive smart meter updates and access online services. Visit [sdge.com/myaccount](http://sdge.com/myaccount) and have your SDG&E bill handy.

## Why smart meters?

All investor-owned utilities in California are changing out existing electric and natural gas meters with new, digital smart meters as part of the state's energy action plan. By the end of 2011, all SDG&E customers will have smart meters as this is not an optional meter upgrade. To view the installation map and schedule, visit [sdge.com/smartmeter](http://sdge.com/smartmeter).

Smart meter technology will allow you to make smart choices to save energy and money on your SDG&E bill. For example, with smart meters you'll have the same type of access to your billing and usage information that you currently have with your bank or credit card company. You'll know exactly when you use energy and what it costs to use.

## What happens to SDG&E's meter readers?

For quality assurance purposes, after initial installation, meter readers will continue to read your meter for the next few months. Eventually, meters will be read remotely. Training and workshops will be offered to SDG&E's meter readers to help them transfer to other jobs within the company. SDG&E will still need to access your meters for safety and regular maintenance.

## Is the smart meter network secure?

The Information Technology (IT) security controls in place for smart meters reflect energy industry best practices. They're designed to provide a very high level of assurance that our systems can't be compromised. SDG&E considers security a top priority. We take all reasonable and necessary steps to ensure the services we provide our customers are not only high quality and easily available, but also extremely secure.

## Future benefits of smart meters

In the future, through your smart meter you'll be able to remotely control "smart appliances" like your thermostat at your home or business through the Internet.

Very soon you'll be able to view your energy use information through the Internet. Knowing how much energy you're consuming on a daily basis can help you better manage your energy use and save money.

For more information about SDG&E's Smart Meter Program, call 1.800.411.7343 or visit [sdge.com/smartmeter](http://sdge.com/smartmeter).



Smart METER

# Frequently Asked Questions about Smart Meters

## What are smart meters?

Smart meters are digital devices that collect energy-use data and - unlike traditional meters - transmit and receive data, too. Electric energy use will be recorded every hour at your home and every 15 minutes at your business.

Natural gas information will be available on a daily basis. Smart meters will enable you to monitor your consumption more precisely so you can make more informed energy choices.

## Why is SDG&E® installing smart meters?

The state of California has asked all utilities to change out existing electric and natural gas meters with new, digital smart meters as part of its energy action plan. Smart meters and the information they provide can help save energy on high-use days, keeping the lights on for everyone.

The first group of smart meters was installed in an area of the Tierrasanta community, in the northeast portion of the City of San Diego. Smart meter installations are underway throughout SDG&E's service area. Installations started in the North County, and are progressing through the central, south and east counties in 2010, finishing up in south Orange County by the end of 2011.

All SDG&E® customers - residences and businesses - will receive smart meters. This is a mandatory service upgrade; SDG&E is upgrading all customer meters and meter-reading technology. You'll be notified by mail a few weeks prior to your smart meter installation. Either SDG&E or our authorized representative, VSI Meter Services, will install the new smart meters.

Smart meter installation hours are:

- ▶ Monday - Friday from 8 am to 5 pm, unless an appointment for another time is scheduled.

## How can I prepare for my smart meter installation?

### At home

The day of the smart meter installation, the installer will knock on your door to let you know about the meter change and the brief 5 to 15 minute power outage. Some other tips to prepare for the installation:

Prior to installation:

- ▶ Make sure to provide safe access to your gas and electric meters by clearing any obstructions like bushes that need to be trimmed back, items that need to be moved, or cabinets/gates that need to be unlocked.
- ▶ Be sure to tell people in your household about your upcoming smart meter installation as there will be a brief electrical outage - 5 to 15 minutes - when your meter is installed. There will be no loss of natural gas service.
- ▶ Although you don't need to be present for the installation, if you'd like to make an appointment, you can contact VSI Meter Services at 1-866-734-4308.

Day of installation:

- ▶ As a precaution, we advise unplugging sensitive electronic devices like computers, TVs, DVD players, DVRs, phones, microwaves, etc.
- ▶ Keep dogs either inside or safely away from your meters.

**At Work**

In most cases, businesses won't experience a power outage. However, in all cases, a technician will knock on your door to let you know about the meter change.

Prior to installation:

- ▶ Make sure to provide safe access to your gas and electric meters by clearing any obstructions like bushes that need to be trimmed back, items that need to be moved, or cabinets/gates that need to be unlocked.
- ▶ Be sure to tell employees about your upcoming meter installation as there may be a brief electrical outage - 5 to 15 minutes - when your meter is installed. There will be no loss of natural gas service.

Day of installation:

- ▶ As a precaution, we advise unplugging sensitive electronic devices like computers, phones, fax and copy machines, etc.
- ▶ For the safety of our installers, please unlock your circuit breaker box.

**As a resident, how can I prepare for the brief electrical outage?**

We will notify you by mail a few weeks before installation but there are several things you can do to prepare for the 5 to 15 minute electrical outage:

- ▶ Have battery back up for your equipment and make sure the batteries are tested beforehand.
- ▶ If necessary, use a back-up generator to power your medical equipment. Remember, never connect your generator to another power source; doing so could damage your electric equipment and cause serious injury to the installer. If you do have a generator, please notify SDG&E.
- ▶ If in doubt, plan to be elsewhere during the installation, such as a friend or relative's house.
- ▶ If you have questions, please call 1-800-411-7343.

**Can I make an appointment for my smart meter installation?**

Most smart meter installations will be performed without an appointment. Every effort is made to notify you in advance of your meter installation. In addition to a letter mailed, the installer will knock on your door before beginning work.

Appointments for special needs will be handled on a case-by-case basis - more information on that option will be supplied when you receive your installation notification letter. To make an appointment, after you've received notification in the mail, call 1-866-734-4308.

**Will I be able to read my electric smart meter?**

Yes, electric smart meters have an easy-to-read digital display instead of analog dials. Gas meters will continue to have dials, as they do today.

**With smart meters being read remotely, what will happen to SDG&E's meter readers?**

There are no layoffs planned. Employees currently working as meter readers will be offered other job opportunities and training within SDG&E. Although a meter reader will no longer be reading the meter, SDG&E will still need to have access to your meters for safety and regular maintenance.

**How long will a meter reader continue to read my new electric smart meter?**

For quality assurance purposes, after the initial installation, a meter reader will continue to read your meter for billing until the new meter has been confirmed it's reading reliably in our system. This may take up to three months.

While we are transitioning from a meter reader-based process to an automated process there's still a chance "reading" errors can occur. Our experience so far is that there's a much smaller error rate with our automated process than with our manual meter reads. As we correct any errors that happen during the transition, we'll continue to see an improvement in meter reading accuracy.

**How do you know that the billing usage data being sent wirelessly is actually my data and does not belong to my neighbor?**

When data is collected from a meter and transmitted wirelessly to SDG&E, the data contains specific unique identifiers associated with the customer's meter number and service address.

These fields are validated numerous times to ensure accuracy before the data is used for Billing. This process is similar to the cell phone technology where each cell phone has a unique number that goes with every communication which is used to identify a cell tower and connect your call to the correct location.

### Will I pay a monthly amount for my new smart meters?

Just like the current meters, the cost is part of the overall bill. The cost for smart meters, as with all meters or equipment purchased by SDG&E, is part of regular business expenses and is recovered in rates.

At its peak, the cost is approximately \$2.50 per month. However, there is not a separate line item for smart meters on the SDG&E bill, and this cost will go down over time.

### Is SDG&E going to charge different rates for electricity based on time-of-day energy use?

You now pay a flat rate for your energy. There are no plans to charge you for time-of-day billing.

### Will I need to replace or upgrade my electric meter panel for the new meters?

No. The smart meters are the same size as the existing electric meters. We do not foresee the need for meter panels to be upgraded or replaced.

### At what frequency does the smart meter operate and will it interfere with other wireless devices in my home?

Smart meters run on two frequencies. The frequency communicating to the electric meter is 900 MHz (megahertz). If the premise also has a gas meter, the frequency from the electric meter to the gas meter is 2.4 GHz (gigahertz).

The electric meter frequency is similar to a cell phone and the gas meter frequency is similar to a computer router. Neither device will interfere with any wireless devices in the home.

### Have the health effects of radio frequency (RF) emitted from smart meters been assessed?

The technology being used in the smart meter system has been tested and meets Federal Communications Commission (FCC) guidelines.

The FCC's guidelines for human exposure to RF electromagnetic fields were adopted from limits recommended by the U.S. National Council on Radiation Protection and Measurements and the C95.1-1992 guidelines developed by the American National Standards Institute and Institute of Electrical and Electronics Engineers.

### Is the smart meter network secure?

The Information Technology (IT) security controls SDG&E have in place for smart meters reflect energy industry best practices. They are designed to provide a very high level of assurance that our systems cannot be compromised.

SDG&E considers security a top priority. We take all reasonable and necessary steps to ensure the services we provide our customers are not only high quality and easily available, but also extremely secure.

In addition, we constantly monitor for evolving threats and attempts to breach security and progressively update our system protection as needed. We also regularly review, test and practice incident response processes.

### When will smart meters be installed on solar/net energy metering systems?

We anticipate beginning to install smart meters for customers with solar energy systems in 2011. For more information about net metering, visit [sdge.com/nem](http://sdge.com/nem).

For more information about smart meters, visit [sdge.com/smartmeter](http://sdge.com/smartmeter).



P.O. BOX 129831 SAN DIEGO, CA 92112-9831  
1-800-411-SDGE (7343)  
[sdge.com](http://sdge.com)

# Taking The First Steps

TEXT SIZE: A|A|A

## Got a Question?

- [Frequently Asked Questions](#)
- [Contact us](#)

## Smart Meters Will Replace Your Current Meters

As part of our commitment to help meet the region's energy demands, SDG&E is making changes to help you get more information about your energy use and find the best ways to save. One of these changes is smart meters.

Currently SDG&E is replacing all electric meters and upgrading all gas meters with smart meters. By the end of 2011, all SDG&E meters will have the new smart technology. All SDG&E customers are getting smart meters; it's not an optional upgrade. In the future, you'll be able to access your energy use information online through My Account and take advantage of new programs and services to help you save energy, save money and help the environment.

- [My Account](#)
- [Help the environment](#)

## How Your Installation Will Work

SDG&E will notify you by mail a few weeks before your smart meter installation takes place. Either SDG&E or our authorized representative, VSI Meter Services, will be installing the smart meters.

- SDG&E phone number – 1-800-411-7343
- VSI Meter Services phone number – 1-866-734-4308

Smart meter installation hours are Monday - Saturday from 8am to 5pm (unless an appointment for another time is scheduled).

You do not need to be present when your smart meters are installed. However, multiple visits may be required to upgrade both your gas and electric meters.

An installer with SDG&E or VSI Meter Services will knock on your door to alert you prior to installing the meters. For your safety and security, each smart meter installer will carry an SDG&E or contractor picture ID card.

It takes about 15 to 30 minutes to install the meters.

In most cases, there will be no loss of natural gas service. Your electric service may be interrupted for 5 to 15 minutes. We apologize for any inconvenience this may cause.

After installation, we'll leave a door hanger to let you know your new smart meters were installed. Until your meter(s) can be read remotely, an SDG&E meter reader will continue to read your meter on a monthly basis as he/she does now.

## **Preparing for a Residential Smart Meter Installation**

Please make sure to provide safe access to your gas and electric meters by clearing any obstructions like bushes that need to be trimmed back, items that need to be moved, or cabinets/gates that need to be unlocked.

Be sure to tell people in your household about your upcoming meter installation because there will be a brief electrical outage. There will be no interruption in service when the gas meter is upgraded.

As a precaution, we advise unplugging sensitive electronic devices like computers, TVs, DVD players, DVRs, phones, microwaves, etc.

Keep dogs either inside or safely away from your meters.

## **Preparing for a Business Smart Meter Installation**

Please make sure to provide safe access to your gas and electric meters by clearing any obstructions like bushes that need to be trimmed back, items that need to be moved, or cabinets/gates that need to be unlocked.

Be sure to tell people at your business about your upcoming meter installation because there will be a brief electrical outage. There will be no interruption in service when the gas meter is upgraded.

As a precaution, we advise unplugging sensitive electronic devices like computers, phones, fax and copy machines, etc.

For the safety of our installers, please unlock your circuit breaker box.

# Smart meters and home area networks

TEXT SIZE: A|A|A

## what Is the connection?

The California Public Utilities Commission (CPUC) views smart meters as a vital step in transforming California's utility distribution network into an intelligent, integrated network enabled by modern information and control system technologies.

The statewide initiative will replace 19th century technology with 21st century utility hardware. In addition, smart meters will support technological advances such as in-home information displays and smart thermostat controls.

## Control and convenience

Many companies are also developing Home Area Network (HAN) technology which will enable you to remotely connect to and control many automated digital devices throughout your house. For example, you can use a cell phone or computer to switch appliances on or off, arm a home security system, control temperature and lighting, or program a home entertainment system.

In the future, your smart meter will integrate with your HAN and communicate peak energy use times to your digital devices. For example, on a hot day, your smart meter would send a signal and your smart devices would, based on your preferences, reduce energy use during a call for conservation.

## How a Home Area Network Works

Your HAN could automatically turn devices on or off, up or down, and shift your smart appliances to an economy mode based on how you want to conserve energy. The smart meter infrastructure of today will help optimize your smart devices of tomorrow.

## Home Area Network (HAN) Interactive Diagram

Your smart meter is designed to connect with a Home Area Network.

Click on the graphic to explore our interactive diagram explaining all the devices that could be in your future HAN home.

## Future plans

SDG&E released a HAN Request for Proposal (RFP) on Feb. 6, 2009. SDG&E anticipates that device manufacturers, software developers and marketing and installation vendors will collaborate to bring the most cost effective products to the marketplace by the end of 2010.

### More Information About the RFP

- [AMIRFP@semprautilities.com](mailto:AMIRFP@semprautilities.com)

## SDG&E Industry Alliances

SDG&E is a member of the ZigBee® Alliance and HomePlug® Alliance. These groups are working to create Home Area Network products for use locally, nationally and globally.

- [ZigBee Alliance](#) \*
- [HomePlug Alliance](#) \*

## Future Plans

SDG&E plans to have both smart meters and a smart energy grid in place by 2015. This would include fully integrated smart homes with smart appliances, and access to how much energy your home is using at your fingertips.

Home Area Network technology will empower you to make informed choices about your energy that benefit you and the greater community.

\* By clicking the link, you will leave [www.sdge.com](http://www.sdge.com) and transfer directly to the website of a third party provider which is not part of SDG&E. The Terms and Conditions and Privacy Policy on that website will apply.



## Fact Sheet

# Energy Smart Florida Understanding Smart Meters

In our busy lives, we've come to expect instant information. We check bank statements on our smart phones and send e-mails around the globe in seconds. We compare prices from several stores online without ever leaving our homes. Today, technological advances comparable to those that have improved so many things in our lives are coming to the electric grid, enabling a host of current and future benefits for customers.

Through our Energy Smart Florida initiative, FPL is incorporating state-of-the-art smart grid technologies, including smart meters, into the electric grid to provide our customers with tangible benefits today while laying the foundation for future benefits.

**How smart meters work:** The "electro-mechanical" meters widely used today throughout Florida and the rest of the nation have mechanical parts that spin as electricity is consumed. Meter readers visit customers' properties to read the dials, recording how much power was used during the past month.

Smart meters use advanced digital technology with no moving parts. The technology enables the meters to communicate with FPL over a secure network. Each meter is equipped with a two-way radio transmitter that communicates with an access point. Each access point, which is typically mounted on an existing power pole, is the size of a shoe box and can handle communications between thousands of smart meters and FPL.

**Methodical approach and rigorous testing:** Today, utility companies across the U.S. are approaching their initial smart grid projects and deployments differently. Some are installing new technologies over time, while others are aggressively deploying multiple functions simultaneously.



*Every smart meter installed by FPL is tested—some multiple times—to ensure accuracy and performance.*

### Energy Smart Florida

FPL is investing in smart grid technologies as part of our commitment to building a stronger, smarter, cleaner and more efficient electrical infrastructure. Smart grid technologies will help customers better manage their monthly bills and help FPL keep service reliability high.  
[www.EnergySmartFlorida.com](http://www.EnergySmartFlorida.com)

### FPL smart meters – by the numbers:

4.5 million – total number of smart meter installations before 2013.

1 million – expected number of smart meters installed before end of 2010.

24,000 – approximate number of smart meter installations weekly in FPL's service area.

### Smart meter installation schedule:

Miami-Dade – 2009-2011

Broward – 2009-2011

East Florida – 2010-2012

North & Central Florida – 2012-2013

West Florida – 2011-2013

With our smart grid rollout, FPL is taking a measured, deliberate approach that includes:

- » **Extensive smart meter testing:** FPL uses industry-leading best practices to ensure the accuracy of our smart meters. Every new meter that is installed has been tested for accuracy. We require our suppliers to perform rigorous testing on all smart meters before they are shipped to us. Upon receiving meter shipments, we conduct a comprehensive series of additional tests on a representative number of the devices from each shipment at our Meter Technology Center (MTC). Our MTC team also selects entire pallets of meters for additional third-party testing.
- » **Technology trials:** Before the large-scale deployment of smart meters and other smart grid technologies, FPL conducts extensive technology trials and brings in third-party experts to help ensure the accuracy, security and safety of our smart grid system.

FPL's industry-leading quality assurance program ensures that the smart meters meet rigorous standards for accuracy and performance.

**Activating installed meters:** We'll let you know when the transition to smart meters has been completed in your area. This can take several months after the meter has been installed. That's because there are a lot of associated communications and networking components that must be put into place to enable communication.

Once all of these elements are installed, FPL performs extensive tests to verify that the performance of the system meets our strict criteria. In the interim, we continue to read the meter manually. When the smart meter at your residence is activated, we begin billing you based on the remote readings from the meter. You are then able to access your detailed usage information online.

**A host of customer benefits:** Today, most of our customers have little information about how much energy they're using until they get their monthly bill. When we complete the transition to smart meters in your area, you can go online and see how much electricity you're consuming by the month, day, or hour, helping you make more informed energy choices throughout the month.



As part of our smart grid initiative, Energy Smart Florida, FPL is installing 4.5 million smart meters throughout our service area through 2013.

**Managing your electric bills:** As always, your monthly bill is determined by the amount of electricity you use. Your energy consumption can vary significantly throughout the year. By going online to our customer portal to see how much electricity you're using—and when, during the day or night—you are able to better control your energy use.

For information on FPL energy-saving tips and programs, visit [www.fpl.com](http://www.fpl.com).

#### Florida Power & Light Company

- » *Florida Power & Light Company is the largest electric utility in Florida and one of the largest rate-regulated utilities in the United States. FPL serves approximately 4.5 million customer accounts in Florida and is a leading employer in the state with more than 10,000 employees. The company consistently outperforms national averages for service reliability while customer bills are below the national average. A clean energy leader, FPL has one of the lowest emissions profiles and one of the leading energy efficiency programs among utilities nationwide. FPL is a subsidiary of Juno Beach, Fla.-based NextEra Energy, Inc. (NYSE: NEE). For more information, visit [www.fpl.com](http://www.fpl.com).*

#### Acknowledgement & Disclaimer

- » *This material is based upon work supported by the Department of Energy under Award Number DE-OE0000211. This report was prepared as an account of work sponsored by an agency of the United States Government. Neither the United States Government nor any agency thereof, nor any of their employees, makes any warranty, express or implied, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed, or represents that its use would not infringe privately owned rights. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government or any agency thereof. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government or any agency thereof.*



## FAQs

### **Why do we need smart meters?**

It's estimated that over the next twenty years, Ontario will need to refurbish, rebuild, replace, or conserve 25,000 megawatts of generating capacity — more than 80% of Ontario's current electricity generating capacity — at an estimated cost of \$70 billion. Generating more electricity is only part of the answer. Conservation and demand management will help us make the best use of our resources and slow our growth in demand. There are tremendous opportunities to reduce the supply-demand gap through conservation — and smart meters together with Time-of-Use prices will help encourage us all to think about how and when we use

### **Why is Hydro One installing smart meters?**

Together with all local electricity distribution companies across Ontario, Hydro One is installing smart meters in support of Ontario's program to build a culture of energy conservation in Ontario.

### **What is a smart meter and what does it look like?**

A smart meter looks like the meter you have now, except the display is digital and there are no dials. However, a smart meter is technologically advanced compared to your current, old-style meter. It can record how much electricity you use and when (typically hourly), and communicates this information automatically via wireless and other technologies. In contrast, conventional meters measure the total amount of electricity consumed over an entire billing period (typically one or two months) and are read manually.

### **When will I get my smart meter?**

The Ontario government's target is to have smart meters installed in all Ontario homes and small businesses by 2010. Hydro One has one million meters to install province-wide. You should receive one by the end of 2010. Installers will leave a letter at your home when your meter has been replaced.

### **Can I volunteer to get a smart meter now?**

We are very encouraged by the level of interest and enthusiasm of our customers to adopt the smart meter technology. In order to maximize the efficiency of the smart meter deployment across the province, customers will not be able to select when they get a smart meter.

### **I don't want to have a smart meter installed. Can I refuse?**

No. The *Electricity Act* (Section 40) and Hydro One's Conditions of Service permit us to maintain and replace our meter as

### **How long will the meter installation take?**

The installation generally takes only a few minutes to complete.

### **What are the hours for installation?**

The hours for installation are from 8:00 a.m. to 8:00 p.m., Monday to Friday.

### **Will you be booking appointments for installation?**

No, unfortunately we will not be booking appointments, as we do not normally need to enter your home or business to read your meter. We need to enter your home or business to install the meter, and if you are not at home, we will contact you in the future to schedule a time to visit your community. This makes the process more efficient and helps to minimize costs to all customers.

**Is it possible to have an installation after hours or on weekends?**

Unfortunately, no, but the installation really is a short procedure that will be done with little or no inconvenience to you.

**Do I have to be there for the smart meter installation?**

No, you don't have to be there for the installation to proceed and it takes only a few minutes to complete.

**Will my power be interrupted during the installation of my smart meter?**

Yes. The installation of your smart meter will require a very short power interruption (usually less than a minute). We apologize for this inconvenience as you will need to reset digital clocks.

**How will I know if my meter's been replaced with a smart meter?**

We will leave a card at your door letting you know that we have completed the installation. Also, the meter will look a little different with a digital display and no dials.

**Will my first bill after the meter replacement look any different?**

Yes, it will be a longer bill as it will display two sets of electricity usages — first for the meter that was replaced, and second for the smart meter. This will appear on the first bill after the installation of your smart meter only; after that your bill will look the same as before.

**How much am I paying for my smart meter now?**

All Hydro One customers are currently paying \$2.32 per month to recover smart meter-related costs. These costs have been approved by the Ontario Energy Board and are a part of the delivery line item of your Hydro One bill.

**Will I see a separate smart meter charge on my bill?**

No. The cost of smart metering is included in the delivery line item of your bill. Smart metering costs are recovered through the same way as costs are recovered for other equipment that serve our customers including distribution wires, poles and transformers.

**How much is the smart meter going to cost in the future?**

The Ontario Energy Board has estimated that the incremental monthly cost for a typical residential or small business customer will be between \$3 and \$4 per month once full implementation is complete in 2010 but this is just an estimate.

**Will my electricity bill automatically go down once I have a smart meter?**

No. Your smart meter is a tool that measures and records how much electricity you use at different times of the day. When you use Time-of-Use prices, it provides you the opportunity to better manage your electricity use (and costs), reduce strain on the system, and help the environment.

**How do I know that my smart meter is accurate?**

All meters are approved by Measurement Canada and Hydro One regularly tests a sample of meters for accuracy before they are deployed.

**What are the cost savings and environmental benefits of smart meters?**

When we're all using a lot of electricity at the same time, we create "peak demand" periods. Supplying electricity at those times has a higher impact. Higher demand often means higher prices because having generating plants that stand ready to meet peak demand and operate infrequently is expensive and these plants are usually the less attractive forms of generation that are harder on the environment. By smoothing out the peaks in demand, we can reduce the amount Ontario needs to invest in additional power generating plants, transmission lines, and distribution facilities.

**Since my usage data will be sent automatically, will it remain secure and confidential?**

Yes, Ontario's electricity distributors are required by law to ensure that smart meters and associated communication networks are secure with security features to prevent unauthorized access. We must also comply with federal laws regarding the privacy, protection, and disclosure of personal information. In addition, the only information communicated is your meter number and your electricity usage (the same information that was displayed on the old conventional meter at your premises).

### **Can Hydro One access my property to change the meter?**

Yes, Hydro One may enter a customer's property at any time to replace the meter. This authority is granted under the *Electricity Act* (section 40) and also in our [Conditions of Service](#) (section 1.7.A Hydro One's Distributor Rights - Space and Access).

### **Can you explain what I am seeing on the display of my new smart meter?**

There are 3 types of smart meters currently being deployed (and the names of the meter are on the meter faceplate):

- If you have a Landis + Gyr Focus meter, the display alternates between the display check (which displays 88888) consumption reading. There is approximately 5 seconds between the two displays.
- If you have an Itron Sentinel meter, the display stays on the normal kWh consumption display at all times.
- The GE i 210+ meter display will indicate kWh consumption for about 5 seconds and all eights (88888) for about 2 seconds. You might also notice that the LCD display flashes "ADI" (Automated Distribution Infrastructure).

### **I now have my smart meter installed but understand that I cannot manage my bill by adjusting my consumption covered to TOU pricing?**

While it's true you are not being billed at TOU prices at the present time, you can start reducing your electricity consumption following some or all of the examples below. A more extensive list is available at [www.PowerSaver.ca](http://www.PowerSaver.ca).

- Replace your incandescent light bulbs with compact fluorescent light bulbs which use 75% less power and last much longer.
- Always use the economy cycle on your dishwasher and also use the air dry setting.
- Install an energy-saving showerhead which can reduce your hot water use by up to 30%.
- Install faucet aerators on your sink faucets to lower water flow. Aerators mix air into the water flow and reduce water use by 25-50% per tap.
- Caulk, weather-strip, and insulate your home. Seal the leaks and cracks in your house, and you'll raise the humidity and create a more comfortable indoor environment. You'll be able to turn the furnace down which means a lower heating bill.

### **I understand that smart meters use radiofrequency communication. Is this safe?**

Yes. Hydro One's smart metering system makes use of low power radiofrequency (RF) transmitters to communicate meter data. Very weak RF fields in the range of 2.4 GHz are produced during the system's normal operation. These fields comply with Health Canada guidelines by a very wide margin ranging from hundreds to thousands of times less than Health Canada limits.

### **How do smart meter RF emissions compare to other RF sources in my home?**

Because of the very weak fields produced by Hydro One's smart metering system, it is likely that RF exposure of most individuals is predominated by other RF sources in the home such as cordless phones, wireless routers, and microwave ovens.

### **How can I find out more about Health Canada RF emission guidelines?**

To find out more about Health Canada guidelines, visit the [Health Canada website](http://www.healthcanada.gc.ca), contact them at 613-954-6699, or email [pcrpcc@hc-sc.gc.ca](mailto:pcrpcc@hc-sc.gc.ca).

### **How can I find out more about RF emissions from Hydro One's smart metering system?**

To find out more about RF emissions from Hydro One's smart metering system, download Hydro One's report "[An Analysis of Radiofrequency Fields Associated with Operation of the Hydro One Smart Meter System](#)" (PDF 335 KB).

All contents © 2009 Hydro One Inc. All rights reserved. Use of this website signifies your agreement to the [Terms of Use](#) and [Online Privacy Policy](#).

Dear Electric Customer,

In the next few weeks, AEP Texas, the company that delivers electricity to your home, will be installing new, upgraded digital "smart" electric meters at your home or business.

Before we install the new meter, an AEP Texas representative will knock on your door to inform you that you'll experience a brief interruption in service. A door hanger will be left behind to let you know that your new meter has been installed and is in service.

Your new, digital meter provides near real-time information about your electric usage. This will mean greater reliability and better customer service, including:

- **Instant power outage notice to AEP Texas** — This allows us to begin repairs quickly without waiting for you to call to report the outage.
- **Online access to your electric usage** — This can help you better understand your usage habits and make decisions to help lower your bill.
- **Improved service quality** — Allows AEP Texas to respond more quickly to service requests, such as meter reading, service connection and disconnections.
- **Remote meter reading** — Meter readers will no longer need to enter your property every month. AEP Texas will still need occasional access for testing and maintenance.

#### Questions?

Please call AEP Texas at 1-877-373-4858, or visit [AEPTexas.com/gridsmart](http://AEPTexas.com/gridsmart).

Estimado Cliente de Servicio Eléctrico:

Dentro de pocas semanas, AEP Texas, la compañía proveedora de servicio de electricidad para su hogar, instalará nuevos y superiores medidores digitales inteligentes de electricidad en su hogar o negocio.

Antes de instalar su nuevo medidor, un representante de AEP Texas tocará a su puerta para informarle que tendrá una breve interrupción del servicio. Se dejará colgado a su puerta un aviso para informarle que su nuevo medidor ha sido instalado y ya está en servicio.

Su nuevo medidor digital proporciona información casi simultánea sobre su consumo de electricidad. Esto significará mayor confiabilidad y mejor servicio al consumidor, incluyendo:

- **Aviso instantáneo a AEP Texas sobre interrupciones de energía eléctrica** — Esto nos permite iniciar las reparaciones rápidamente sin esperar a que usted llame para reportar la interrupción.
- **Acceso en la red a la lectura de su consumo de servicio eléctrico** — Esto le ayudará a entender mejor sus hábitos de consumo y tomar decisiones para reducir sus pagos.
- **Mejoría en la calidad de los servicios** — AEP Texas puede responder rápidamente a las solicitudes de servicio tales como lectura de medidores, conexión y desconexión del servicio.
- **Lectura de medidor a control remoto** — Los lectores de medidores ya no tendrán que entrar en su propiedad cada mes. AEP Texas aún necesitará entrar ocasionalmente para efectuar pruebas y mantenimiento.

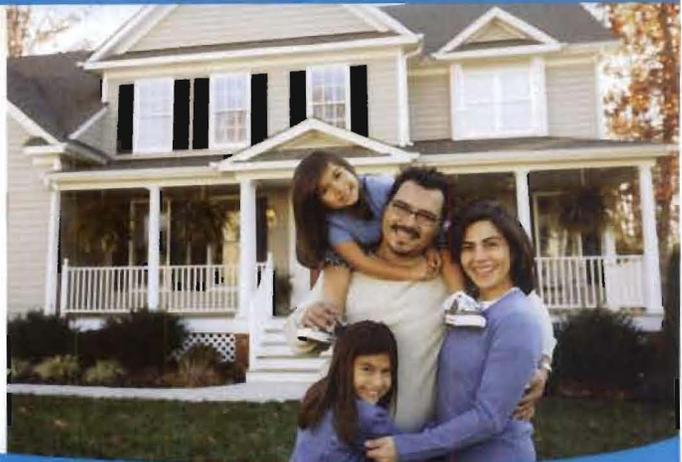
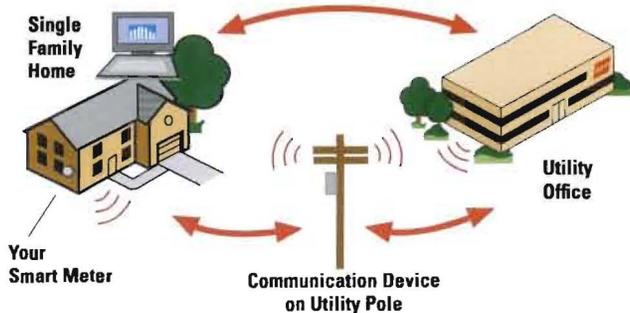
#### ¿Preguntas?

Llame a AEP Texas, 1-877-373-4858 o visite la red [AEPTexas.com/gridsmart](http://AEPTexas.com/gridsmart).

100109

## How Smart Meters Work

### Advanced Metering Infrastructure systems (AMI)



**AEP TEXAS**  
A unit of American Electric Power

**gridSMART**  
from AEP Texas

# Advanced thinking for enhanced living.

## You are getting a new electric meter and it's going to be smarter!

The AEP Texas Advanced Metering Infrastructure system (AMI) is a program that moves the existing electric grid into the digital age. Smart Meters are the heart of the AMI program, which is the first step of a larger AEP Texas gridSMART™ initiative. Smart Meters will transport us into a new era of energy delivery and customer service.



### Yesterday

- **Manual meter reading** — A meter reader typically has to enter your property each month to read your meter.
- **Monthly view of your electricity use** — Since traditional meters are read manually each month, they can only measure the total amount of electricity used over an entire billing period.
- **Service requests** — Service connections require a two-day notice, and AEP Texas is notified of power outages by customers.



### Today

- **Improved reliability** — Smart Meters provide instant power outage notice to AEP Texas so repairs can begin quickly.
- **Enhanced customer service** — Through remote capabilities, AEP Texas can respond faster to service requests, such as meter reading and service connections.
- **Greater privacy** — Since Smart Meters can be read remotely, meter readers will no longer have to enter your property each month. AEP Texas will still need occasional access for testing and maintenance.



### Tomorrow

- **Reduction in service fees** — With remote connection capabilities, service fees can be reduced.
- **Timely access of your electricity use** — You'll be able to view your daily use online so you can better understand your usage habits.
- **Expanded product options** — Your Retail Electric Provider (REP) may offer new, innovative price plans, such as time-of-day rates and pre-paid metering.
- **Home Area Network (HAN)** — Over time, you'll be able to remotely control "smart" appliances like your thermostat at your home or business through the Internet.

## Read this important information about your new, digital Smart Meter.

## Lea esta importante información sobre su nuevo Medidor Inteligente *Smart* *Meter* digital.

### Texas Electric Choice

Texans have the choice of choosing their preferred Retail Electric Provider (REP).

For more information, visit [powertochoose.org](http://powertochoose.org)



Texas Electric Choice  
EDUCATION PROGRAM

# gridSMART<sup>SM</sup>

From **AEP TEXAS**<sup>®</sup>

[AEPTexas.com/gridsmart](http://AEPTexas.com/gridsmart)



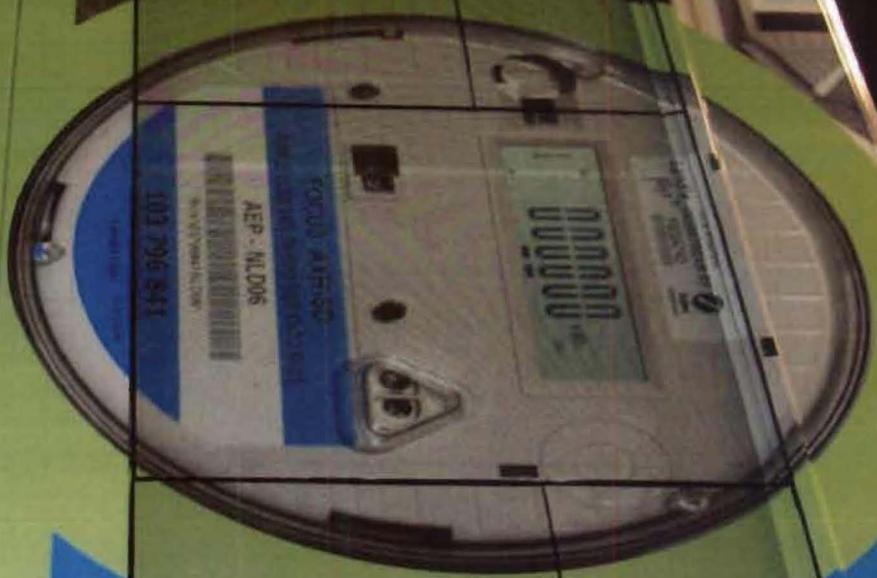
## Your electric meter is about to get smarter, Corpus Christi

This year AEP Texas is upgrading residential and small business meters in Corpus Christi to new, digital Smart Meters.

Your new Smart Meter will offer many benefits such as improved reliability, greater privacy with remote meter reading and enhanced customer service. You also can register your Smart Meter online so you can view your daily electricity use and see how your energy-efficient actions save money and energy. Now that's a SMART Benefit.

[AEPTexas.com/gridsmart](http://AEPTexas.com/gridsmart)

**gridSMART™**  
From **AEP TEXAS®**



**Your electric meter  
is about to get smarter.**

**AEPTexas.com**



## CERTIFICATE OF SERVICE

**Formal Case No. 1056, In the Matter of the Application of Potomac Electric Power Company For Authorization to Establish a Demand Side Management Surcharge and an Advance Metering Infrastructure Surcharge and to Establish a DSM Collaborative and an AMI Advisory Group**

I hereby certify that on this 27<sup>th</sup> day of September, 2010, a copy of the “Motion of the Office of the People’s Counsel Requesting the Commission To Require Pepco to Delay its Citywide AMI Deployment Until After The Company Presents A Consumer Education and Media Outreach Proposal Regarding the Installation of Its Smart Meters” was served on the following parties of record by hand delivery; first class mail, postage prepaid, or electronic mail:

Honorable Betty Ann Kane  
Chairman  
Public Service Commission of the  
District of Columbia  
1333 H Street, N.W., 7<sup>th</sup> Floor East  
Washington, D.C. 20005  
[bakane@psc.dc.gov](mailto:bakane@psc.dc.gov)

Honorable Richard E. Morgan  
Commissioner  
Public Service Commission of the  
District of Columbia  
1333 H Street, N.W., 7<sup>th</sup> Floor East  
Washington, D.C. 20005  
[rmorgan@psc.dc.gov](mailto:rmorgan@psc.dc.gov)

Honorable Lori Murphy Lee  
Commissioner  
Public Service Commission of the  
District of Columbia  
1333 H Street, N.W., 7<sup>th</sup> Floor East  
Washington, D.C. 20005  
[mlee@psc.dc.gov](mailto:mlee@psc.dc.gov)

Richard Beverly, Esq.  
General Counsel  
Public Service Commission of the  
District of Columbia  
1333 H Street, N.W., 7<sup>th</sup> Floor East  
Washington, D.C. 20005  
[rbeverly@psc.dc.gov](mailto:rbeverly@psc.dc.gov)

Honorable Muriel Bowser, Chairperson  
Spencer Maguire, Committee Clerk  
Committee on Public Services  
and Consumer Affairs  
Council of the District of Columbia  
1350 Pennsylvania Avenue, N.W., Suite 406  
Washington, D.C. 20004  
[mbowser@dccouncil.us](mailto:mbowser@dccouncil.us)  
[SMaguire@dccouncil.us](mailto:SMaguire@dccouncil.us)

Deborah M. Royster, Esq.  
Deputy General Counsel  
Potomac Electric Power Company  
701 Ninth Street, N.W., Suite 1100  
Washington, D.C. 20068  
[dmroyster@pepcoholdings.com](mailto:dmroyster@pepcoholdings.com)

Frann G. Francis, Esq.  
Senior Vice President & General Counsel  
Apartment and Office Building  
Association of Metropolitan Washington  
1050 17<sup>th</sup> Street, N.W., Suite 300  
Washington, D.C. 20036  
[ffrancis@aoba-metro.org](mailto:ffrancis@aoba-metro.org)

Phylicia Fauntleroy Bowman  
Executive Director  
Public Service Commission of the  
District of Columbia  
1333 H  
Street, N.W., 6<sup>th</sup> Floor East  
Washington, D.C. 20005  
[pbowman@psc.dc.gov](mailto:pbowman@psc.dc.gov)

Brian R. Caldwell, Esq.  
Assistant Attorney General  
Office of the Attorney General  
441 4<sup>th</sup> Street, N.W., Suite 650-N  
Washington, D.C. 20001  
[brian.caldwell@dc.gov](mailto:brian.caldwell@dc.gov)

Bernice Corman, Esq.  
General Counsel  
District Department of the Environment  
Office of the General Counsel  
51 N Street, N.E., 6<sup>th</sup> Floor  
Washington, D.C. 20002  
[Bicky.Corman@dc.gov](mailto:Bicky.Corman@dc.gov)

Marc Biondi, Esq.  
Assistant General Counsel  
WMATA  
600 5<sup>th</sup> Street, N.W., Room 2C-08  
Washington, D.C. 20001  
[mebiondi@wmata.com](mailto:mebiondi@wmata.com)

Coralette Hannon  
AARP  
6705 Reedy Creek Road  
Charlotte, North Carolina 28215  
[CHannon@aarp.org](mailto:CHannon@aarp.org)

Barbara Alexander  
Consumer Affairs Consultant  
83 Wedgewood Drive  
Winthrop, ME 04364  
*For AARP*  
[barbalex@ctel.net](mailto:barbalex@ctel.net)

John Britton, Esq.  
Schnader Harrison Segal & Lewis, L.L.P.  
750 9<sup>th</sup> Street, N.W., Suite 550  
Washington, D.C. 20001-4534  
*For the City of Alexandria*  
[jbritton@schnader.com](mailto:jbritton@schnader.com)

Robert I. White, Esq.  
Nancy A. White, Esq.  
Squire, Sanders & Dempsey  
1201 Pennsylvania Avenue, N.W., Suite 500  
Washington, D.C. 20004-2401  
*For the D.C. Water and Sewer Authority*  
[rwhite@ssd.com](mailto:rwhite@ssd.com)  
[NaWhite@ssd.com](mailto:NaWhite@ssd.com)

Brian R. Greene, Esq.  
Katharine A. Hart  
SeltzerGreene, P.L.C.  
Eighth & Main Building  
707 East Main Street, Suite 1025  
Richmond, Virginia 23219  
*For Retail Energy Supply Association*  
[bgreene@seltzergreene.com](mailto:bgreene@seltzergreene.com)  
[khart@seltzergreene.com](mailto:khart@seltzergreene.com)

Michael Philips  
Politics & Prose  
Climate Action Project  
5015 Connecticut Avenue, N.W.  
Washington, D.C. 20008  
[michael.philips3@verizon.net](mailto:michael.philips3@verizon.net)

Robert Notigan, Esq.  
Assistant General Counsel  
Office of General Counsel  
U.S. General Services Administration  
1800 F Street, N.W., Room 5113  
Washington, D.C. 20405-0002  
[robert.notigan@gsa.gov](mailto:robert.notigan@gsa.gov)

Leonard Lucas, Esq.  
Assistant General Counsel  
Office of General Counsel  
U.S. General Services Administration  
1800 F Street, N.W., Room 5113  
Washington, D.C. 20405-0002  
[leonard.lucas@gsa.gov](mailto:leonard.lucas@gsa.gov)



[Laurence C. Daniels, Esq.](mailto:Laurence.C.Daniels@gsa.gov)  
Assistant People's Counsel