

# Joint IOU Smart Metering Common Metrics

- PG&E, SCE, and SDG&E are working together to develop metrics with common definitions for measuring smart meter performance
  - All IOUs monitor performance metrics for their smart metering programs
  - Definitions and calculations may vary
- Common metrics are designed with an emphasis on:
  - Ensuring oversight and visibility to potential customer impacts and customer response from smart meter deployments
  - Ensuring consistency when providing external program updates
- IOUs will consider reporting metrics as part of quarterly and annual reports in addition to posting on their web sites quarterly
- IOUs will report each metric as soon as information is available for the individual IOU













# Consensus Metrics

 To be developed

 In Process

 Available Today

 Externally Reported Today

Metric	Measurement	Type	PG&E	SCE	SDG&E
Deployment Volume	Count of installed Smart Meters (SM) and non-Smart Meters (NSM)	Overall Progress			
Timely Bills	% of bills produced within 35 days (SM vs. NSM)	Billing			
Estimated Bills	% of bills estimated (SM vs. NSM)	Billing			
Meter Failure	<p>3 buckets:</p> <ol style="list-style-type: none"> <li>Count of failures prior to transition to billing</li> <li>Count of failures after transition to billing</li> <li>Count of meters with an accuracy issue that impacted billing (a subset of #2)</li> </ol>	Hardware Quality			

## “Feel Good” Metrics – To be discussed further

To be developed     
  In Process     
  Available Today     
  Externally Reported Today

Metric	Measurement	Type	PG&E	SCE	SDG&E
Web Hits – SM Site	Count of hits to SM web site	Customer Engagement	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Web Hits – SM Data	Count of hits to SM data	Customer Engagement	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy Alerts	Count of customers enrolled in alert notification program	Customer Engagement	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time Variable Rate Plans	Count of customers enrolled in SM time variable rate programs	Customer Engagement	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
PTR Credits	Count of customers receiving PTR credits	Customer Engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Potential Future Metrics – Requires Additional Discussion

<b>Metric</b>	<b>Measurement</b>	<b>Type</b>	<b>Comments</b>
<b>Complaints</b>	<b>TBD</b>	<b>Customer Satisfaction</b>	<b>Options discussed include high bill counts, % of customer requested tests in which meter is verified to be working properly</b>
<b>Operational Benefits</b>	<b>TBD</b>	<b>Overall Program Goal</b>	<b>Options discussed include cumulative \$'s, % fulfilled / realized (perhaps presented as a thermometer)</b>
<b>Demand Response Benefits</b>	<b>TBD</b>	<b>Overall Program Goal</b>	<b>IOUs to reach out to their Demand Response team to identify a measure that will resonate with the customer</b>