

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"> Count of failures prior to transition to billing Count of failures after transition to billing Count of meters with an accuracy issue that impacted billing (a subset of #2) 	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

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