

TAP Meeting Minutes 11/3/2010

Date	Nov 3, 2010
Time	10:00pm – 12:00pm
Location	Conf Room 2420 – 77 Beale St, San Francisco Conf Call#: [Redacted]
Topic	TAP second session (SmartMeter™ Program Overview and Current Status)
Attendees	PG&E: Bill Devereaux; Jim Meadows; Felecia Lokey [Redacted] [Redacted] (PwC) CPUC-ED: Aloke Gupta CPUC DRA: Christopher Danforth; Tom Roberts California Energy Commission: David Hungerford (Phone) EnerNex: Erich Gunther (Phone) TURN: Mark Toney Customer Representative: [Redacted] (Phone)

1. Agenda

No	Details
1.	Review and approve minutes of 10/5 meeting and final Charter
2.	SmartMeter™ Program Overview and Current Status: <ol style="list-style-type: none"> a. SmartMeter™ Q3 highlights b. Meter Deployment c. Meter Performance d. Communicating the SmartMeter™ Value Proposition e. Enhancing the Customer Experience
3.	Discuss schedule and content for next meeting

2. Discussions

1.	<ol style="list-style-type: none"> 1. Minutes of the 10/5 meeting were distributed with final edits and accepted by the panel. 2. The Charter document was also distributed in its revised version. The only modification requested was to incorporate into the scope that the Best Practices as defined by the Structure Report will not only be reviewed and discussed, but PG&E's action plans to meet them as necessary will also be included in the presentation. The document was accepted as final with that change.
2.	<p>Bill presented the deck on "SmartMeter™ Program Overview and Current Status" and the panel members participated with the following questions and discussions:</p> <ol style="list-style-type: none"> 1. On slides 3 and 4, Aloke asked if the difference between 6M SmartMeter™ system billing vs. 7M installed meters relates to the lag due to meter transition and if the transition timeline is still around 3-4 months? Bill confirmed and also validated that the duration is coming down. PG&E has made improvements as well in communicating to the customers what stage of meter transition they are in to reduce confusion. 2. What is the goal for bringing down the transition time? In general under three months.

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	<p>Tom asked if PG&E's use of 4x10 crews is utilized for electric and gas? Has that changed since the beginning of the project? PG&E confirmed that it has generally been that way. For a period prior to the upgrade, there was more of a focus on gas until the upgrade decision. Over the last few months there has been an increase in electric, but overall electric and gas rates are about equal at a maximum of about 12,000 par day combined.</p>
4.	<p>Tom indicated that his gas meter was installed in Jan 2010, but his electric in July 2010, and he believes he transitioned in September. PG&E could provide him the history on his account specifically if he would like by providing his account information. It was discussed that while crews are equipped to perform both electric and gas at the same visit, there may be various reasons to delay one or the other (physical access issues, and gas maintenance crews being onsite for maintenance and performing the exchange as well are two reasons).</p>
5.	<p>There was a question regarding access to online tools. Once account has transitioned, the customer will have access to online tools. Tom indicated he did not receive a booklet explaining the transition. Felecia said that some efforts were halted due to the San Bruno incident, but will look into Tom's account.</p>
6.	<p>Redac suggested that it would be good to be able to take advantage of My Account tools without having to sign up for eBills. Felecia will follow up to see if this is already possible and if not get back to the group with a timeline for the current plan if it is already within IT's future deployments.</p>
7.	<p>Erich asked if extra data is being gathered at time of installation such as GPS, meter location, meter height, obstructions, etc. Some Utility clients are gathering that type of information to better build information data-bases for use in such things as RF studies. PG&E currently gathers GPS data but not other information. PG&E gathered such data through the meter readers during the earlier part of the project and utilized the data for strategic planning for the greater Bay Area deployments.</p>
8.	<p>Aloke asked on slide 5 if we have a feel for volumes of customer refusals. Bill indicated that it is approximately 9,000 customers to date. Overall there are about 140,000 UTC's but those include instances of technical access difficulties and not just customer refusals. Strategy to date with customer refusals has been not to be aggressive and either reach out through customer support or shift schedule to later date.</p>
9.	<p>The group also asked about the areas on hold. In general PG&E is developing strategies for dealing with various types of situations (Political, San Bruno related holds, and Employee Safety related holds).</p>
10.	<p>The labeling on the map was also discussed as it was related to meter reading offices rather than counties. General strategy for office closures was also presented (Stage I – down to 2-4 meter readers only, Stage II – down to 500 meters, Stage III no meters left). Sacramento has been the only one to reach office closure Stage II.</p>
11.	<p>Transition to SmartMeter billing was discussed again and indicated that PG&E halted transitions for a period to confirm and address questions that had been raised by external parties during that period and has now been working to reduce the backlog.</p>
12.	<p>Mark Toney asked if Structure had referred to the transition lag issue and he recalled that they had indicated it was due to not building out network ahead of deployment. Bill indicated that it was an example of a Best Practice that was not accurately evaluated or stated. PG&E agrees with the practice of deploying network ahead of deployment and had already been in compliance with. Structure simply assumed that the issue had to do with Network build out when it was really related to delays in transitioning.</p>

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	<p>Customer complaints were discussed and the pattern of escalated volumes decreasing was presented. Media and political climate was discussed as being factors that may have contributed to the peaks in the pattern in general terms and now that the commission report on meter accuracy has been distributed publically the volume of concerns has been decreasing.</p> <p>14. The capabilities timeline on slide 9 was discussed. Steve suggested that exit interviews may be a useful vehicle to obtain ways for improving SmartRate program effectiveness. He feels that in particular customers having to commit to 3 days of alternate usage may not be the best motivator for continuing with the program. PG&E will discuss with Felecia and PG&E will add SmartRate program to be covered as a deep-dive session with TAP.</p> <p>15. For HAN, David asked if the communications system is capable of supporting the delivery of pricing options and information, as customers should have the right to know pricing information and ability to respond in their own way. Bill confirmed and indicated that in general there are 3 data points supported with that concept in mind: usage, price, and controls messaging.</p> <p>16. Revised Meter deployment strategy and moving from Meter reading office to a City by City approach was discussed and the activities that are required prior to deployment and their timeline was presented.</p> <p>17. The current plan for Kern redeployment was briefly outlined. The panel agreed that as much as possible, the deployment needs to be complete ahead of warm season or rate changes that are anticipated and 4/30 would be too late. Bill indicated that the 4/30 date was completion of UTC's and that mass deployment would probably be ahead of that by about a month. In addition Bill indicated the enhanced approach to monitoring/resolving issues with installed meters to stay ahead of any problems.</p>
3.	<p>Due to the time, the remainder of the slides would have to be reviewed by the panel and any feedback provided via email. During the next meeting, we will cover some of the remaining slides along with the Structure report.</p> <p>The next meeting was tentatively agreed for December 6, or possibly another day that week in December.</p>

3. Action Items

No	Details	Owner	Due
1.	Felecia will follow up regarding SmartMeter booklet / door hanger distribution related to Tom's account	Felecia Lokey	Information sent 11/5
2.	Felecia will follow up to see if access to My Account tools is already possible without signing up for eBills and if not get back to the group with a timeline for the current plan if it is already within IT's future deployments.	Felecia Lokey	12/6/2010
3.	Add to the list of TAP deep-dive sessions, SmartRate program and discuss utilization of customer Exit interviews.	Bill Devereaux	12/6/2010
4.	Schedule next TAP session	Bill Devereaux	11/19/2010