

PG&E
SmartMeter™

SmartMeter™
Steering Committee Update – February 2013

- ▶ **Monthly Updates**
 - ▶ **Release Status Update**
 - ▶ **Deployment Status Update**
 - ▶ **Schedule Update**
 - ▶ **Deployment Update**
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 - ▶ **SmartMeter[™] Acronyms**

	EAC	Funded Budget	ITD	Scope	Schedule	Resources	Issues	Risks
IT Releases: January 31, 2013								
Release 1								
Release 2								
Release 3								

Challenges

Actions/Status

Overall

- IT has executed against the SmartMeter plan. HAN enablement and Peak Time Rebate roadmaps are in progress.

Overall

- Development for all in-scope functionality completed as of 3/30/12
- Project stabilization work complete for all components except MV90 and NEMs.
- HAN enablement in implementation
- Peak Time Rebate roadmap awaiting Commission approval.

	EAC	2013 Forecast (2013 EOY / CPI)	Scope	Schedule	Resources	Issues	Risks
Deployment: January 31, 2013							
Endpoints (2013 YTD)							
Gas Network (2013 YTD)							
Electric Network (2013 YTD)							

Challenges

Actions/Status

Endpoints

- Mass deployment is 95% completed. Remaining meter installs continuing in less concentrated geographic areas.
- Field Deployment team addressing less common meter types, including NEM and Transformer Rated meter implementation.
- Higher than traditional number of 'Unable-To-Complete' meters.

Electric Network

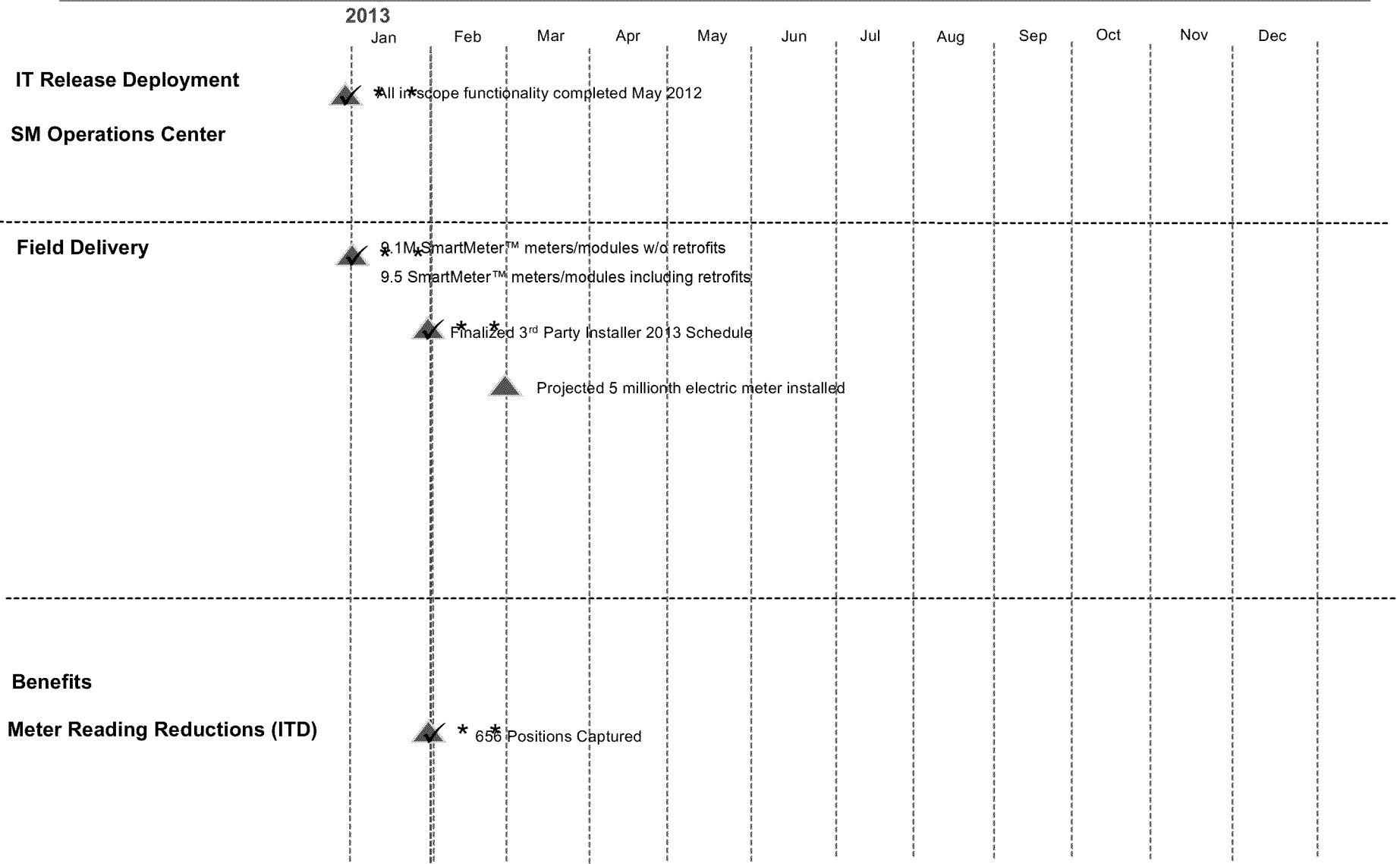
- Initial design scope of electric network is complete.
- Assess whether additional electric network is necessary in light of customers opting out of SmartMeter™ Program.

Endpoints

- Continuing to complete requests for opt-outs in a timely manner.
- Plans are being developed to address gaps in Meter Reading routes caused by opt-outs and UTC's.
- Field resources traditionally dedicated to SmartMeter installations are being utilized to support restoration activities on an as-needed basis

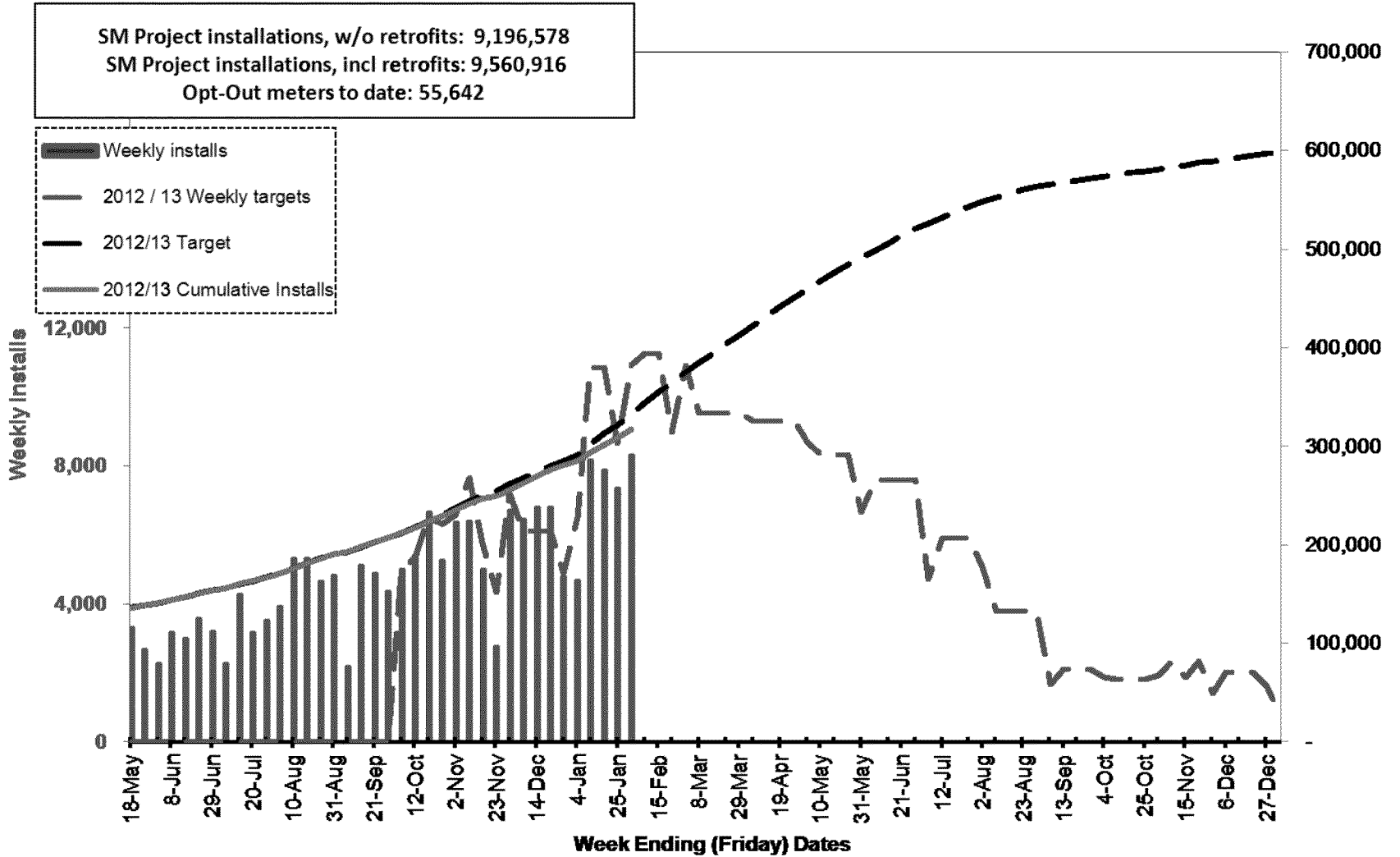
Electric Network

- Tracking the impact of opt-outs on network.
- Working with technology supplier and internal stakeholders to address network coverage in 'hard-to-reach' areas.



- △ Baseline Milestone
- ✓ Milestone Met
- △ Forecasted Milestone (delay)
- △ Forecasted Milestone (early)
- △ Milestone TBD
- △ Approved Milestone (delay)

2012 / 13 Install Rate - Weekly Meter Totals



2013 Budget Status – Expenditures by Workstream

#	Work Stream	Current Month - January			Year to Date - January			2013 Annual Forecast *	Inception to Date Actual	#
		Budget	Actual	Variance	Budget	Actual	Variance			
A. Capital (000s)										
1	* BUSINESS OPERATIONS (PMO)	\$53	\$67	(\$14)	\$53	\$67	(\$14)	\$1,236	\$50,644	1
2	SM OPERATIONS	\$0	\$0	(\$0)	\$0	\$0	(\$0)	\$0	\$11,310	2
3	SM FIELD DELIVERY	\$2,304	\$1,928	\$376	\$2,304	\$1,928	\$376	\$13,551	\$441,652	3
4	SM SOLUTIONS	\$1,467	\$411	\$1,056	\$1,467	\$411	\$1,056	\$10,207	\$984,677	4
5	IT	\$149	\$183	(\$34)	\$149	\$183	(\$34)	\$3,137	\$375,590	5
6	Capital Total:	\$3,973	\$2,589	\$1,384	\$3,973	\$2,589	\$1,384	\$28,131	\$1,863,873	6
B. Expense (000s)										
7	* BUSINESS OPERATIONS (PMO)	(\$4)	\$53	(\$56)	\$4	\$53	(\$49)	\$187	\$26,925	7
8	SM OPERATIONS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$56,594	8
9	SM CHANGE MANAGEMENT	\$0	(\$65)	\$65	\$0	(\$65)	\$65	\$0	\$14,953	9
10	CUSTOMER	\$90	\$100	(\$10)	\$90	\$100	(\$10)	\$7,121	\$108,574	10
11	SM FIELD DELIVERY	\$36	\$1,423	(\$1,387)	\$36	\$1,423	(\$1,387)	\$1,852	\$23,164	11
12	SM SOLUTIONS	(\$1)	\$0	(\$1)	(\$1)	\$0	(\$1)	\$0	\$67,964	12
13	IT	\$173	\$136	\$37	\$173	\$136	\$37	\$2,239	\$134,814	13
14	Expense Total:	\$294	\$1,646	(\$1,352)	\$301	\$1,646	(\$1,344)	\$11,399	\$432,987	14
C. Total: Capital + Expense (000s)										
15	BUSINESS OPERATIONS (PMO)	\$49	\$120	(\$70)	\$57	\$120	(\$63)	\$1,423	\$77,569	15
16	SM OPERATIONS	\$0	\$0	(\$0)	\$0	\$0	(\$0)	\$0	\$67,904	16
17	SM CHANGE MANAGEMENT	\$0	(\$65)	\$65	\$0	(\$65)	\$65	\$0	\$14,953	17
18	CUSTOMER	\$90	\$100	(\$10)	\$90	\$100	(\$10)	\$7,121	\$108,574	18
19	SM FIELD DELIVERY	\$2,340	\$3,350	(\$1,011)	\$2,340	\$3,350	(\$1,011)	\$15,403	\$464,815	19
20	SM SOLUTIONS	\$1,466	\$411	\$1,056	\$1,466	\$411	\$1,056	\$10,207	\$1,052,641	20
21	IT	\$322	\$319	\$3	\$322	\$319	\$3	\$5,376	\$510,404	21
22	Capital + Expense Total:	\$4,267	\$4,235	\$32	\$4,274	\$4,235	\$40	\$39,530	\$2,296,860	22

Year-to-Date Variance Explanations:

Favorable YTD capital variance (\$1.4M) primarily due to fewer meter/module installations (#3), and a reclassification from capital to expense of prior installation and removal costs associated with meters not retired, but instead reused through the warranty process (#4).
 Unfavorable YTD expense variance (\$1.4M) primarily due to the reclassification of prior field delivery costs described above from capital to expense (#11).

* Annual forecast revised: Effective completion of project targeted 2013.

SmartMeter Balancing Account (SBA) Credits *

#	(\$ in thousands)	Actual						Remaining Budget													ITD Actual	#
		2007	2008	2009	2010	2011	2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
1	Activated Meter Benefits	\$ 111	\$ 4,705	\$ 26,055	\$ 56,313	\$ 25,269	\$ 32,392	\$ 2,988	\$ 3,384	\$ 3,519	\$ 3,659	\$ 3,805	\$ 3,956	\$ 4,114	\$ 4,278	\$ 4,448	\$ 4,625	\$ 4,810	\$ 5,001	\$ 147,833	1	
2	Mainframe License Benefits	\$ 1,250	\$ 5,000	\$ 5,000	\$ 5,000			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,250	2
3	Total:	\$ 1,361	\$ 9,705	\$ 31,055	\$ 61,313	\$ 25,269	\$ 32,392	\$ 2,988	\$ 3,384	\$ 3,519	\$ 3,659	\$ 3,805	\$ 3,956	\$ 4,114	\$ 4,278	\$ 4,448	\$ 4,625	\$ 4,810	\$ 5,001	\$ 164,083	3	
4	2013 Cumulative Actual + Forecast:							\$ 2,988	\$ 6,373	\$ 9,892	\$ 13,551	\$ 17,356	\$ 21,313	\$ 25,427	\$ 29,705	\$ 34,153	\$ 38,778	\$ 43,588	\$ 48,589		4	

2013 Benefits, Budget vs. Actual and Forecast **

#	(\$ in thousands)	2013												#
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
5	<u>Budgeted Benefits:</u> Monthly	\$ 3,255	\$ 3,384	\$ 3,519	\$ 3,659	\$ 3,805	\$ 3,956	\$ 4,114	\$ 4,278	\$ 4,448	\$ 4,625	\$ 4,810	\$ 5,001	5
6	Cumulative	\$ 3,255	\$ 6,639	\$ 10,158	\$ 13,818	\$ 17,622	\$ 21,579	\$ 25,693	\$ 29,971	\$ 34,419	\$ 39,045	\$ 43,854	\$ 48,856	6
7	<u>Actual / Current Forecast:</u> Monthly	\$ 3,797	\$ 3,384	\$ 3,519	\$ 3,659	\$ 3,805	\$ 3,956	\$ 4,114	\$ 4,278	\$ 4,448	\$ 4,625	\$ 4,810	\$ 5,001	7
8	Cumulative	\$ 3,797	\$ 7,181	\$ 10,700	\$ 14,360	\$ 18,165	\$ 22,121	\$ 26,235	\$ 30,513	\$ 34,961	\$ 39,587	\$ 44,397	\$ 49,398	8
9	YTD Variance	\$ 542												9

* 2011, 2012 and 2013 SmartMeter Balancing Account (SBA) actuals and forecasts consistent with the 2011 GRC Settlement of \$0.92 electric / \$0.02 gas activated meter-month savings and the discontinuation of mainframe license savings already captured in the 2008 base year results

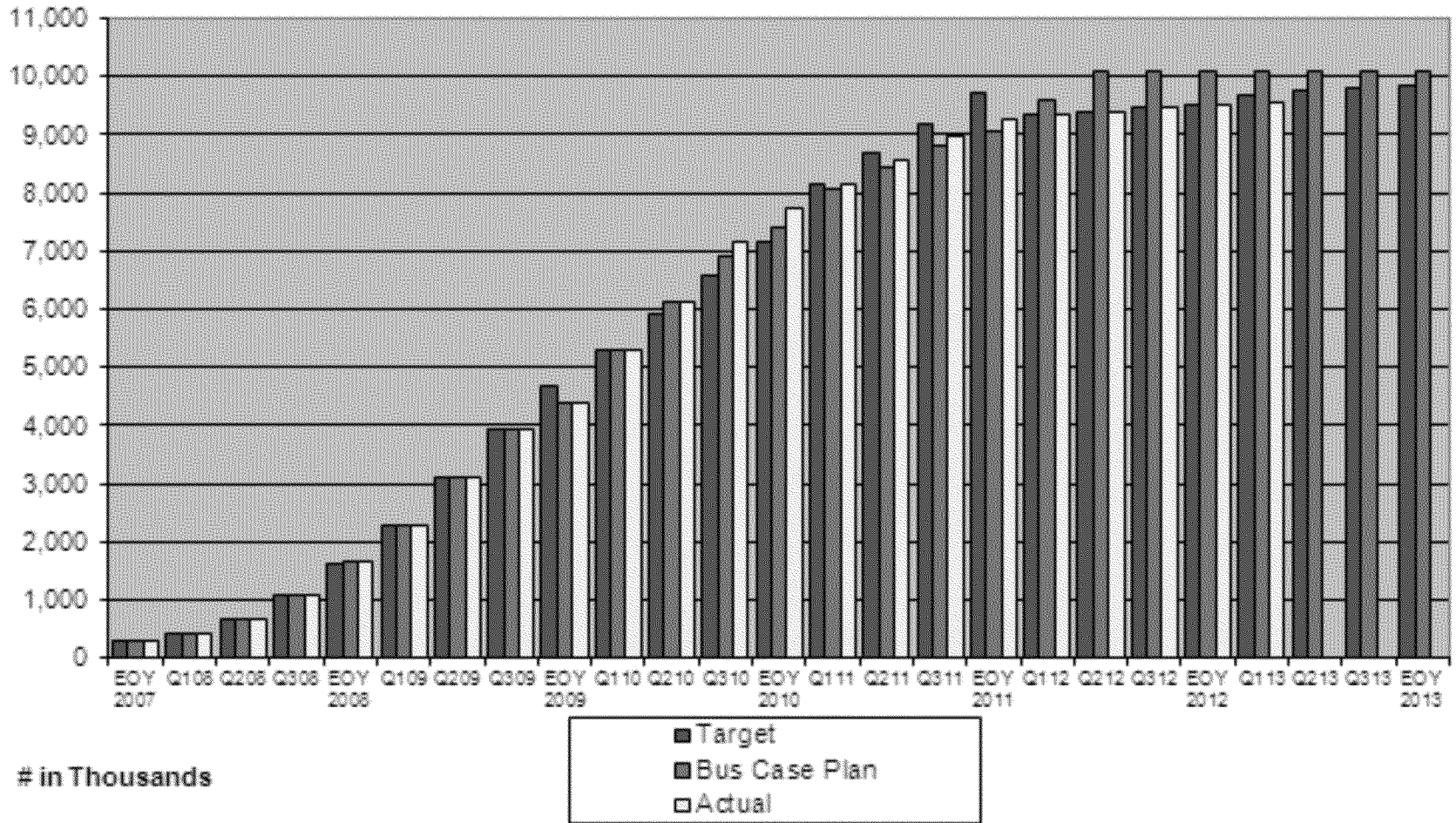
** 2013 benefits, budget versus actual and forecast, do not include meter reading costs and benefits which are being recorded in the Meter Reading Memorandum Account beginning on January 1, 2011.

Target Resolution Date	Issue	Impact	Status Summary
Ongoing	Installation attempts affected by access refusals and desire for customer choice program.	Increased costs, increase in unable to complete (UTC) back-log, customer change management.	Communicating with customers about the new SmartMeter Opt-Out Program to facilitate customer elections. Customer Choice Phase 2 resolution is expected in 2013.

#	Created On	I	P	Score	Prev. Score	Risk	Impact	Status Summary	Assoc. Issue
1	9/30/2011	5	4	20	20	<p>Increased forecast deployment costs and external resources requirement</p> <p><i>Key drivers:</i> Delays in deployment, resource availability and installation complexity</p>	<p>Increased installation costs and contract resources required to complete remaining installations effectively and timely</p>	<p>Pursuing identified opportunities to increase installation efficiency within ongoing operations and adherence to scope.</p>	
2	9/1/2011	5	3	15	15	<p>Network deployment and performance in 'hard-to-reach' areas can not be completed successfully.</p> <p><i>Key drivers:</i> Network performance in 'hard-to-reach' areas and availability of alternate solutions.</p>	<p>Deployment delays, resource planning and increased costs.</p>	<p>Pursuing resolution of network coverage in 'hard -to-reach' areas with technology supplier, including potential alternate network solutions.</p>	

Metric	Key Performance Indicator	DEC '12 - Month Results			JAN '13 - Month Results			YTD			2013 Year End Forecast			Variance Analysis
		Actual	Target	Var	Actual	Target	Var	Actual	Target	Var	Current	Target	Var	
P1	SM Earnings Contribution (\$M estimated)	\$ 5.68	\$ 5.77	-1.6%	\$ 5.22	\$ 4.97	5.0%	\$ 5.22	\$ 4.97	5.0%	\$ 58.36	\$ 58.11	0.4%	
P2	OSHA Recordable Rate (YTD)	-	0.51		-	0.51					-	0.51		
P3	MVI Recordable Rate (YTD)	-	0.10		-	0.10					-	0.98		
C1	Customers enrolled in SmartRate (net)	79,154	<i>(track only)</i>		79,244	<i>(track only)</i>								
C2	# of CPUC escalated Customer Complaints	2	<i>(track only)</i>		1	<i>(track only)</i>		1	<i>(track only)</i>					
C10	Customer Complaint Rate (escalated to CPUC)	0.008%	<i>(track only)</i>		0.003%	<i>(track only)</i>		0.003%	<i>(track only)</i>					
D1	Meters/Modules Installed - Electric & Gas	24,738	27,218	-9.1%	35,948	45,579	-21.1%	35,948	45,579	-21.1%	312,000	312,000	0.0%	See Slide 4 for details
D5	UTC Rate	11.6%	15.0%	29.3%	16.7%	15.0%	-10.2%	16.7%	15.0%	-10.2%	15.0%	15.0%	0.0%	See Slide 4 for details
D7	UTCs open beyond 90 days	143,287	<i>(track only)</i>		140,957	<i>(track only)</i>								
D8	CPI - Endpoints	\$124.29			\$112.64	\$107.09	-4.9%	\$112.64	\$107.09	-4.9%	\$114.37	\$114.37	0.0%	
D14	Total Weeks of Inventory on Hand - Electric Meters	9	6	150%	7	6	117%							
D15	Total Weeks of Inventory on Hand - Gas Modules	26	6	433%	23	6	383%							
O4	Transition Aging - Average Days	205	<i>(track only)</i>		213	<i>(track only)</i>		213	<i>(track only)</i>		209	<i>(track only)</i>		
O5	SM Billing accuracy % (SA)	99.87%	99.88%	0.0%	99.83%	99.88%	-0.1%	99.83%	99.87%	0.0%	99.88%	99.88%	0.0%	
O6	SM Billing timeliness % (SA)	99.95%	99.81%	0.1%	99.93%	99.81%	0.1%	99.93%	99.80%	0.1%	99.79%	99.79%	0.0%	
O7	SM % Bills not estimated (BSEGs)	99.92%	99.90%	0.0%	99.93%	99.90%	0.0%	99.93%	99.90%	0.0%	99.90%	99.90%	0.0%	
B2	Meters Activated - Electric & Gas (end of month)	170,729	<i>(track only)</i>		69,152	<i>(track only)</i>		69,152	<i>(track only)</i>		1,044,500	<i>(track only)</i>		

Combined Gas and Electric Plan, Target, and Actuals (Cumulative)



SmartMeterTM Contingency Reconciliation	<u>\$'000s</u>
Business Case Approved Contingency	177,753
Total Approved Decision Requests Approved and Adopted by Steering Committee	177,753
Approved Project Decision Requests, by Approval Date	
2007	106,329
2008	32,240
2009	20,313
2010	18,871
	<u>177,753</u>

SmartMeter Acronyms			
Acronym	Definition	Acronym	Definition
ABS	Advanced Billing System	MARA	My Account Re-Architecture
AFCI	Arc Fault Circuit Interrupter	MDMS	Meter Data Management System
AMI	Advanced Metering Infrastructure	MLPP	Meter Location Problem Project
AP	Access Point	MPSC	Meter Power Status Check
Apps	Applications	MV-90	Multi Vendor - 90
ASM	Automated Storage Management	MVI	Motor Vehicle Incidents
BDG	Business Development Group	NEMS	Net Energy Metering Services
CC&B	Customer Care and Billing	NIC	Network Interface Card
CEDSA	Centralized Electric Distribution System Assets	OIR	Order Instituting Rulemaking
CoE	Center of Excellence	OIS	Outage Information System
CPI	Cost Per Install	OMT	Outage Management Tools
CPUC	California Public Utilities Commission	Ops	Operations
DART	Distribution Asset Reconciliation Tool	OSHA	Occupational Safety and Health Administration
DC	Data Center	PCR	Project Change Request
DCU	Data Collector Unit	PCT	Programmable Communicating Thermostat
DR	Disaster Recovery	PDP	Peak Day Pricing
DRA	Division of Ratepayer Advocates	PDR	Project Decision Request
DSCI	Distribution Control Systems, Inc.	PE	Performance Engineering Company
EA	Ecologic Analytics	PMO	Project Management Office
EAC	Estimate at Completion	PTR	Peak Time Rebate
ED	Energy Division	QBR	Quarterly Business Review
EMR	Electric Meter Reader	RCDC2	Remote Disconnect Phase 2
EMT	Electric Meter Technician	Rev.	Revision
EOM	End-of-Month	RF	Radio Frequency
EON	Emergency Outage Notification	RFA	Request For Authorization
EOY	End Of Year	RV	Restoration Validation
FA	Functional Area	SBA	SmartMeter Balancing Accounts
FD	Field Delivery	SM	SmartMeter
GE	General Electric Co.	SM Apps	SmartMeter Applications
GFI	Ground Fault Interrupter	SMU	SmartMeter Upgrade
HAN	Home Area Network	SR	Service Request
HC	Head Count	TBD	To Be Determined
IHD	In-Home Devices	TechArch	Technical Architecture
ISTS	Information Systems and Technology Services	TIC	Technology Innovation Center
IT	Information Technology	TLM	Transformer Load Management
ITD	Inception To Date	TOU	Time Of Use
IVR	Interactive Voice Response	UIQ	Utility IQ - SSN software
KC	Knowledge Center	UTC	Unable To Complete (meter installation)
KVAR	Kilo-Volts-Amps Reactive	YTD	Year-To-Date
LOB	Line of Business		