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## REVIEW OF OTHER JURISDICTIONS – SMART METER REGULATIONS

BACKGROUND PAPER 2

APRIL 2010

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## **OVERVIEW**

Background Paper No 2 sets out relevant information on the regulatory frameworks in Texas, Ontario and California, which informed the discussion in the Commission's Issues Paper: Regulatory Review – Smart Meters. These jurisdictions were selected because of their similarity to Victoria, including the scope and level of retail competition, the mandated or voluntary rollout of smart meters and the application of time-of-use pricing



## A Ontario

### Minister of Energy

#### *Purpose of Smart Meters*

To create a conservation culture in Ontario and become a leader in energy efficiency, the government is facilitating a number of key initiatives:

- introducing flexible, time-of-use pricing for electricity;
- committing to install a smart electricity meter in all Ontario homes and small businesses by the end of 2010 and
- introducing legislation to enable implementation of the government's smart metering initiative and conservation targets.

<http://www.mei.gov.on.ca/en/energy/electricity/?page=smart-meters>

### Ontario Energy Board

The Ontario Energy Board (OEB) is the jurisdictional regulator for Ontario. The OEB is overseeing the implementation of smart metering and ToU pricing in Ontario.

### Example of ToU Billing

Monthly Bill Statement	
Account Number:	000 000 000 000 0000 0
Meter Number:	0000000
<b>Your Electricity Charges</b>	
<b>Electricity</b> <small>view as RPP Tiered</small>	
300 kWh On-peak (highest price) @ 0.0 c/kWh	0.00
300 kWh Mid-peak (mid price) @ 0.0 c/kWh	0.00
200 kWh Off-peak (lowest price) @ 0.0 c/kWh	0.00
<b>Delivery</b>	0.00
<b>Regulatory</b>	0.00
<b>Debt Retirement Charge</b>	0.00
<b>Your Total Electricity Charges</b>	<b>0.00</b>
G.S.T.	0.00
<b>Total Amount</b>	<b>\$0.00</b>

Electricity Retail Contract Monthly Bill Statement	
Account Number:	000 000 000 000 0000 0
Meter Number:	0000000
<b>Your Electricity Charges</b>	
<b>Electricity</b>	
Supplied by:	Your Selected Retail Company
Phone No:	000 000 0000
<b>Provincial Benefit</b>	0.00
<b>100 kWh @ Your Contract Price</b>	0.00
<b>Delivery</b>	0.00
<b>Regulatory</b>	0.00
<b>Debt Retirement Charge</b>	0.00
<b>Your Total Electricity Charges</b>	<b>0.00</b>
G.S.T.	0.00
<b>Total Amount</b>	<b>\$0.00</b>

<http://www.oeb.gov.on.ca/OEB/Consumers/Electricity/Your+Electricity+Bill/Your+Electricity+Bill+on+an+Energy+Contract>

## Frequently Asked Questions – Time Of Use Pricing

### *What are Time-of-Use (TOU) prices?*

Time-of-Use prices take into account when, as well as how much, electricity is used by each of us. These prices were developed as part of the Regulated Price Plan (RPP) for those with smart meters.

### *Why are there different prices and time periods?*

At the request of the Minister of Energy and Infrastructure, the Ontario Energy Board developed an electricity price plan to provide stable and predictable electricity pricing, which ensures the price consumers, like you, pay for electricity better reflects the actual cost of producing the electricity.

Electricity prices charged per “kilowatt-hour” change throughout the day, like long distance telephone rates, to better reflect the changes in the costs to produce electricity at different times of the day.

One of the Ontario Energy Board’s goals through Time-of-Use pricing is to provide an incentive for you to shift some of your consumption away from periods of high total consumption (called “on-peak”) to periods of low demand (called “off-peak”). By doing that, you can save money on your bill.

Shifting electricity use will mean the higher cost electricity generators will be needed less. Some of those higher cost generators also create more air pollution, so relying on them less can also help benefit the environment. In the long run, lower peak demand will mean the province needs to build less new generation to serve that peak, lowering costs for all Ontarians.

### *What are the holidays for Time-of-Use prices?*

Please see the 2010 Holiday Schedule for Smart Meter (Time-of-Use) Prices (.pdf)

### *When will Time-of-Use (TOU) prices be effective?*

Most consumers with smart meters are not yet paying Time-of-Use prices. Utilities across Ontario are at different stages of installing smart meters. By June 2011, an estimated 3.6 million (out of approximately 4.3 million total) Ontario electricity consumers will be on the time-of-use rates.

As the central data management system needed to read smart meters is fully tested in different service territories, local utilities will begin to phase-in customers with smart meters onto time-of-use prices. Your utility will notify you at least 30 days in advance of when you can start to take advantage of time-of-use prices.

Electricity distributors also file quarterly reports to the Board on smart meter deployment and the application of Time-of-Use pricing.

[View quarterly reports on Smart Meter Deployment and the Application of Time-of-Use Pricing](#)

[View Time-of-Use \(TOU\) Prices](#)



*What is the benefit of having Time-of-Use (TOU) pricing?*

Currently, there's little personal benefit for you to manage your electricity use throughout the day. Smart meter pricing sets a higher price at peak periods when prices are highest in the wholesale market. This encourages you to reduce or shift your use to periods of lower demand (e.g. weekends or later in the evening) and away from times when electricity is most expensive.

You won't be able to shift all of your electricity use away from peak demand periods, but the more you are able to shift, the more you can manage your costs and contribute to lower overall peak electricity prices for everyone.

*Will the Ontario Energy Board (OEB) take into account special consumer circumstances?*

The OEB is aware there are circumstances where you may find it difficult to shift your consumption patterns. Since provincial legislation requires Ontarians pay the true cost of the electricity we consume, the OEB designed Time-of-Use electricity prices to meet government requirements.

*What can consumers do?*

Examples of some changes you can make include turning on the dishwasher at 9 pm on weekdays before going to bed instead of right after dinner as most of us tend to do, or doing more laundry (especially hot water washes) on weekends when electricity prices are lowest (off-peak) all day.

*Are there other options for those who don't want to pay Time-of-Use prices?*

You can sign a contract to switch to an electricity retailer. Most contracts, which are not regulated by the OEB, currently offer a fixed electricity price all day. If you're considering a contract, we can help you with questions you should ask before signing. Check out the [Energy Contracts section of our website](#) for more information.

<http://www.oeb.gov.on.ca/OEB/Consumers/Electricity/Smart+Meters/FAQ+-+Time+of+Use+Prices>

### **Smart Metering Initiative (SMI)**

The Ontario Energy Board's role is to provide the regulatory framework for the smart metering initiative.

[http://www.oeb.gov.on.ca/OEB/Industry/Regulatory+Proceedings/Policy+Initiatives+and+Consultations/Smart+Metering+Initiative+\(SMI\)](http://www.oeb.gov.on.ca/OEB/Industry/Regulatory+Proceedings/Policy+Initiatives+and+Consultations/Smart+Metering+Initiative+(SMI))

### **Rules and Regulations**

#### **Retail Settlement Code**

##### *2 SUMMARY OF SETTLEMENT OBLIGATIONS*

All licensed distributors that are required to adhere to this Code as a condition of their licence shall provide the services summarised in sections 2.1 through 2.7 according to the detailed rules and procedures outlined in Chapters 3 through 12.

These services shall be provided to all consumers located within a distributor's service area and to all retailers serving such consumers. All services described in this Code must be provided without discrimination or preference to each retailer, generator or consumer who requests such services.

#### *2.4 Maintain Consumer Records*

A distributor shall maintain records for all consumers for which it determines settlement costs.

#### *2.5 Provide Access to Current Meter and Price Data*

A distributor shall make available to a consumer, or to a competitive retailer designated by a consumer, validated meter usage information according to the standards and schedule delineated in sections 5.2 and 11.1. If requested to do so by a retailer, a distributor also shall make available to the retailer the hourly price data used to calculate competitive electricity costs for the billing period over which a consumer is billed (e.g., as calculated in equation 3.3.1(b)), hourly price information from the IMO, or the host distributor as the case may be, and net system load data for each calendar day.

#### *2.6 Provide Access to Historical Consumer-Specific Information*

A distributor shall maintain and be able to provide historical consumer-specific information to a consumer, or to any party designated by the consumer, regardless of whether the consumer is served under SSS or by a competitive retailer. Information that must be maintained and provided as directed by a consumer is delineated in section 11.3 and includes information on electricity use, regulated rates under which a consumer is served, meter characteristics and payment information.

### *7 SETTLEMENT AND BILLING OPTIONS*

A distributor shall have the ability to accommodate three billing options:

1. Retailer-consolidated billing;
2. Distributor-consolidated billing; and,
3. Split billing.

The selection of a billing option shall be determined by the consumer and the retailer. The retailer shall notify the distributor of the desired option in accordance with the procedures described in Chapter 10.

#### *7.1 Retailer-Consolidated Billing*

The provisions that relate to retailer consolidated billing are set out in sections 7.1 to 7.1.3. If a consumer is being billed by way of retailer consolidated billing, the distributor shall bill the designated retailer for all competitive and non-competitive electricity costs incurred on behalf of the consumer, calculated in accordance with the provisions outlined in Chapters 3 and 4. A distributor shall not directly bill a consumer who is to be billed under retailer-consolidated billing except for certain customer-specific, irregularly recurring, miscellaneous, non-energy charges that have been itemized in a list provided to a retailer by a distributor. Charges

described in section 9.3 of the Electricity Distribution Rate Handbook, with the exception of charges described in section 9.3.15, shall be billed by the retailer.

#### *7.1.1 Information Flow From Distributor to Retailer*

A distributor shall deliver settlement invoices to retailers using the EBT System. Unless other arrangements are agreed to in the Service Agreement established between the parties, a distributor shall itemise the costs attributable to each individual consumer served by a retailer. Costs for each consumer shall, at a minimum, be unbundled in the following manner, as appropriate:

- Competitive electricity service costs;
- Non-competitive electricity service costs;
- Distribution charges itemised in terms of the billing determinants used to calculate it (e.g. a fixed charge, usage charge and/or demand charge);
- Competition transition charge, if applicable;
- Rural rate protection charges or credits, if applicable;
- Market power mitigation credit;
- All applicable taxes itemized in accordance with the applicable legislation; and
- Avoided cost credits (e.g. for metering or billing services not provided by the distributor).

A distributor shall also provide a retailer with the following information at the same time as the distributor delivers the settlement invoice to the retailer:

- Individual consumer usage for the billing period for all consumers;
- Individual consumer peak demand for the billing period for all demand-metered consumers;
- The net-system-load-weighted average price used to calculate commodity costs for each individual consumer;
- Summary of the net amount owed to the distributor by the retailer for the entire invoice; and
- Payment due date.

A distributor shall also bill retailers periodically for transaction fees and other administrative costs incurred by the distributor on behalf of the retailer. Some of these costs will be consumer-specific (e.g. customer transfer costs, final meter read costs, etc.) while others may apply only to the retailer in aggregate (e.g. account set-up charges). Consumer-specific costs shall be itemised by consumer account number and by type of service. A distributor may invoice these charges according to a different schedule (e.g. monthly) rather than according to the schedule associated with settlement for services that are billed based on usage and, therefore, depend upon a distributor's meter-reading and billing cycle.

In all cases, the specific payment and billing schedule for settlement processing with retailers shall be clearly delineated in the Service Agreement that is required between distributors and retailers.

### *7.1.3 Distributor/Consumer Communication*

For consumers served under retailer-consolidated billing, a distributor shall refer all billing inquiries to the consumer's retailer, including inquiries about distribution costs on the consumer's bill. A distributor shall directly address any consumer inquiries about meter accuracy, distribution rates and safety and reliability. Inquiries about usage, including how usage might be modified to lower bills, may be addressed either by the distributor or referred to the consumer's retailer.

### *7.2 Distributor-Consolidated Billing*

The provisions that relate to distributor-consolidated billing are set out in sections 7.2 through 7.2.4. If a consumer is billed by way of distributor-consolidated billing, the distributor shall issue a bill to the consumer that includes the full cost of delivered electricity with the portion of the bill attributable to competitive electricity costs based on the contract terms between the consumer and their retailer. Under this option the distributor shall bill and collect from consumers on behalf of retailers. The charge for such billing services shall be approved by the Board under section 78 of the Act.

Two forms of distributor consolidated billing are possible; bill-ready and rate-ready. Under bill-ready billing, the portion of the bill covering competitive electricity services for each consumer is calculated by a retailer and the information is transmitted to the distributor for inclusion on the consumer's bill. Under rate-ready billing, a distributor calculates the portion of the bill covering competitive services based on the price and terms provided by the retailer. In both cases, a distributor is responsible for calculating the portion of the bill covering non-competitive services. Also in both cases, the distributor must determine settlement costs attributable to the competitive electricity service portion of the bill according to the provisions outlined in Chapter 3. The distributor shall bill or credit the retailer for the difference in settlement costs calculated according to the provisions in Chapter 3 and according to the retailer's contract terms with the consumer.

A distributor shall provide bill-ready billing as a mandatory service upon request by a retailer. A distributor may provide rate-ready billing as an optional service and, upon request from a retailer, shall make a good faith effort to provide rate-ready billing.

#### *7.2.1 Information Flow From Distributor to Retailer*

A distributor shall issue settlement statements to retailers covering the difference between the cost of competitive electricity services calculated according to the provisions in Chapter 3 and the amount billed to consumers on behalf of the retailer. Settlement statements shall include charges for any settlement services provided by the distributor to a retailer at rates approved by the Board under section 78 of the Act. A distributor shall issue settlement statements on each business day in accordance with the meter-reading and billing cycle associated with the consumers being billed and the availability of necessary information from the IMO or from the host distributor. Settlement statements shall be communicated according to the EBT System.

### *7.2.2 Information Flow From Retailer to Distributor*

Under bill-ready, distributor-consolidated billing, the distributor shall be capable of accepting at least one separate bill amount from a retailer for each individual consumer for each billing cycle. All metered and unmetered service points with respect to a particular account shall be aggregated by a retailer when providing a distributor with bill amounts. The amount shall be posted separately on the consolidated bill, along with a brief description of the services to which the amount pertains. The description provided by the retailer must fit within a single line on the bill using the distributor's standard bill format.

Retailers shall provide distributors with bill amounts for each of the retailer's customers connected to the distributor's distribution system in a timely manner so that billing to the consumer is not delayed. A data delivery schedule shall be set out in the Service Agreement.

All bill information provided by a retailer to a distributor must be communicated according to the EBT System.

### *7.2.4 Distributor/Consumer Communication*

A distributor shall address consumer inquiries concerning distribution service, meter accuracy and bill calculation errors. A distributor shall refer all inquiries pertaining to retailer pricing or contract terms to the relevant retailer. Inquiries about usage, including how usage might be modified to lower bills, may be addressed either by the distributor or referred to the relevant retailer.

### *7.3 Split Billing*

The provisions that relate to split billing are set out in sections 7.3 to 7.3.3. If a consumer is billed by way of split billing, the distributor shall issue one bill to the consumer that covers all non-competitive electricity costs, less any administrative costs that are paid by the retailer. The consumer's retailer is responsible for the issuance of the other bill that covers the cost of competitive electricity services based on the price and other contractual terms agreed to by the consumer and the retailer. The requirement for distributors to provide a split billing option as set out in this section 7.3 shall be implemented on a date to be determined by the Board.

Under split billing, a distributor shall issue settlement statements to the consumer's retailer that charge for the competitive electricity costs calculated as described in Chapter 3, as well as any other relevant settlement costs or credits according to rates approved by the Board.

#### *7.3.1 Information Flow From Distributor to Retailer*

A distributor shall issue settlement statements to retailers covering the cost of competitive electricity services and other relevant costs and credits calculated as described in Chapters 3 and 4. A distributor shall issue settlement statements on each business day according to the meter reading and billing cycle associated with the consumers being billed. Settlement statements shall be communicated according to the EBT System.

### *7.3.3 Distributor/Consumer Communication*

A distributor shall address all consumer inquiries concerning distribution service, meter accuracy, usage amounts and calculation errors. A distributor shall refer all inquiries pertaining to retailer pricing or contract terms to the relevant retailer.

### *7.4 Billing to Standard Supply Service Consumers*

Sections 7.4 through 7.4.3 describe the relevant provisions with respect to SSS settlements and billing.

#### *7.4.1 SSS Billing and Settlement Processing Are Not the Same*

SSS will be billed according to a rate established by the Board under section 78 of the Act. Regardless of the SSS rate, settlement cost calculations with respect to SSS customers shall be done according to the provisions of Chapters 3 and 4.

#### *7.4.2 Settlement Invoicing to SSS Providers*

A distributor shall calculate a settlement invoice for all SSS customers and charge the amount to the distributor's Purchased Power Variance Account if the distributor is providing SSS directly. If SSS is provided by a third party, the settlement invoice shall be sent by the distributor to the retailer providing SSS.

### *7.7 Billing Errors*

Where a billing error, from any cause, has resulted in a consumer or retailer being over billed, and where Measurement Canada has not become involved in the dispute, the distributor shall credit the consumer or retailer with the amount erroneously billed. The credit the distributor remits to the appropriate parties shall be the amount erroneously billed for up to a six-year period. Where the billing error is not the result of a distributor's standard documented billing practices, i.e. estimated meter reads, a distributor shall pay interest on the amount credited to the relevant party equal to the prime rate charged by the distributor's bank.

Where a billing error, from any cause, has resulted in a consumer or retailer being under billed, and where Measurement Canada has not become involved in the dispute, the distributor shall charge the consumer or retailer with the amount that was not previously billed. In the case of an individual residential consumer who is not responsible for the error, the allowable period of time for which the consumer may be charged is two years. For non-residential consumers or for instances of wilful damage, the relevant time period is the duration of the defect.

The entity billing a consumer, whether a distributor or a retailer, is responsible for advising the consumer of any meter error and its magnitude and of his or her rights and obligations under the Electricity and Gas Inspection Act (Canada). The billing party is also responsible for subsequently settling actual payment differences with the consumer or retailer as described above.

## *11 ACCESS TO CONSUMER INFORMATION*

This chapter describes the rights of consumers and retailers to access current and historical valid meter information (i.e., verified meter usage data) and unverified meter data (i.e., raw meter usage data) and related information. This chapter also describes the obligations of distributors in providing access to such information.

Until the metering evolution period end date, a distributor shall for all purposes under sections 11.1 to 11.3 inclusive treat a smart meter as a non-interval meter.

#### *11.1 Customer Access to Valid Meter Information*

11.1.1 A distributor shall make the following information available to a consumer within the distributor's service area:

- (a) the distributor's meter number for the meter or meters located at the consumer's service address;
- (b) the consumer's service address;
- (c) the distributor's account number;
- (d) the date of the most recent meter reading;
- (e) the date of the previous meter reading;
- (f) multiplied kilowatt-hours recorded at the time of the most recent meter reading;
- (g) multiplied kilowatt-hours recorded at the time of the previous meter reading;
- (h) multiplied kW for the billing period (if demand metered);
- (i) multiplied kVA for the billing period (if available);
- (j) valid usage (kWh/h) for each hour during the billing period for interval-metered consumers;
- (k) an indicator of the read type (e.g., distributor read, consumer read, distributor estimate, etc.); and
- (l) average distribution loss factor for the billing period.

11.1.2 Upon written authorization from a consumer located within the distributor's service area, a distributor shall make the information listed in section 11.1.1 available to a retailer that provides electricity to that consumer. A distributor shall make the information listed in section 11.1.1 available to retailers through the EBT System in accordance with section 5.2.

#### *11.2 Customer Access to Unverified Meter Data*

11.2.1 A consumer has the right to access his or her meter in order to obtain unverified meter data, or to assign this right to others, in accordance with any relevant technical specifications and codes.

11.2.2 If a consumer desires regular access to his or her meter in order to obtain unverified meter data, a distributor shall provide access under the following conditions:

- (a) a consumer shall pay the reasonable cost of any software, hardware or other services required for a consumer to obtain direct access to unverified meter data (which may include costs for the installation of a secondary meter access system);
- (b) the timing of consumer access to the meter is negotiable with the distributor; however, a distributor has priority when selecting access windows for the purpose of reading the meter;

- (c) if a distributor's access to the meter is hindered or a consumer's access to the meter corrupts unverified meter data, a distributor may suspend a consumer's right to access until any outstanding problems are resolved;
- (d) a consumer shall bear any cost incurred by a distributor to correct problems caused by a consumer's direct access to the meter; and
- (e) if a consumer assigns his or her right to direct meter access to a third party, the consumer shall remain responsible for the action of the assigned party.

### *11.3 Providing Historical Information to Designated Parties*

Upon written authorisation by a consumer, in accordance with the provisions in section 10.6.3, a distributor shall provide to the consumer or to one or more retailers, usage data, meter data and payment information as defined below. For non-interval-metered consumers, historical usage data are comprised of:

- Distributor's customer account number;
- Consumer's service address;
- Consumer's billing address;
- Identification of the current regulated rates that apply to the consumer (e.g., standard supply rate, distribution service rate, etc.);
- Multiplied kilowatt-hours used in each billing period;
- Multiplied kilowatt-hours used in each TOU consumption period for each billing period, if the consumer has a TOU meter;
- Multiplied kW for each billing period (if demand metered);
- Multiplied kVa for each billing period (if relevant);
- Date of actual or estimated meter read for each billing period;
- An indicator of the read type (e.g., distributor read, consumer read, distributor estimate);
- The next scheduled meter read date (or read-cycle date);
- The next scheduled bill date; and
- Distribution loss factor for the billing period.

For interval-metered consumers, usage data are comprised of the above items except that usage will be reported on an hourly basis for each billing period.

Meter data is comprised of the following:

- Distributor meter number;
- Meter manufacturer;
- Manufacturer's model number;
- Manufacturer's serial number;
- Meter owner (if other than distributor);
- Last seal date; and
- All meter multipliers necessary to calculate a bill, including, but not limited to, relevant PT and CT ratios.



A consumer's payment information is comprised of the following:

- An indication of whether or not the consumer is currently in arrears and, if so, for how long;
- Data on the number of cheques received from a consumer that had to be returned for insufficient funds over a specific period of time designated by the distributor; and
- Data on the number of times the consumer has been disconnected for non-payment over a specific period of time designated by the distributor.

For any of the above information that varies by billing period, a distributor shall provide data for 24 billing periods if the distributor's standard business practice is to keep this many billing periods easily accessible (e.g., "online"). If more than 24 billing periods are available, a distributor may release information for more periods at its discretion. If fewer than 24 billing periods are readily accessible, a distributor shall provide data for no less than one calendar year's worth of information, unless the consumer has been connected to the current distributor's system for less than one year.

[http://www.oeb.gov.on.ca/OEB/Documents/Regulatory/Retail\\_Settlement\\_Code.pdf](http://www.oeb.gov.on.ca/OEB/Documents/Regulatory/Retail_Settlement_Code.pdf)



## B. California

### California Public Utilities Commission

The following information has been collected from the CPUC website as being of relevance or interest.

#### *Retail Electric Markets*

[Senate Bill 695](#) will allow new customers to take Direct Access service from an Electric Service Provider. On March 11, 2010, the CPUC [acted to implement](#) SB 695. In Decision [D.01-09-060](#) on September 20, 2001, the CPUC suspended Direct Access. On February 25, 2008, the CPUC said it will consider [steps to enable lifting the suspension](#).

When Direct Access was being implemented (D.97-05-040), we directed California's investor-owned utilities to [submit monthly reports](#) to regarding their direct access implementation activities.

<http://www.cpuc.ca.gov/PUC/energy/Retail+Electric+Markets+and+Finance/>

#### *Electric Service Providers (ESP)*

Certain electric utility customers who had previously signed up for Direct Access (the ability to change electric providers) are eligible to do so again **by giving their utility the required six-month notice**.

Direct Access (DA), where customers purchase electricity from an ESP instead of regulated electric utilities, was suspended on September 20, 2001, by Commission [Decision \(D.\) 01-09-060](#). This means that DA service is only available to customers that received DA service as of September 20, 2001 or who were placed on an ESP list pursuant to D.02-03-055, because they had a DA contract in effect as of September 20, 2001.

Such DA eligible customers may switch between ESPs or return to bundled utility service according to the Switching Exemption rules set forth in Resolution [E-3843](#), [Decision \(D.\) 03-05-034](#), as modified by D.03-04-057, D.04-02-024 and D.04-07-025. [Senate Bill 695](#) will allow new customers to take Direct Access service from an Electric Service Provider.

<http://www.cpuc.ca.gov/PUC/energy/Retail+Electric+Markets+and+Finance/Electric+Markets/ESPs/>

#### *Smart Meters – Southern California Edison*

Edison customers with [Smart Connect](#) meters will be able to participate in time-based rates.

Edison will specifically implement a new [Critical Peak Pricing](#) (CPP) program for its large commercial and industrial customers starting in 2010 and is expected to expand CPP to medium commercial customers and agricultural customers by 2012. Additionally Edison will implement a voluntary real-time pricing rate (for all customers) by 2012 as well.

Finally, residential customers (with Smart Connect meters) in Edison's territory will also be able to participate in a Peak Time Rebate program. This program is anticipated to begin in late 2010. Alternatively residential customers in Edison's territory (with Smart Connect meters) will be able to voluntarily enroll in CPP.

<http://www.cpuc.ca.gov/PUC/energy/Demand+Response/sce.htm>

*Smart Meters – San Diego Gas and Electric Company*

For residential customers with [Smart Meters](#), SDG&E will offer a Peak Time Rebate program.

SDG&E has already implemented (in 2008) Critical Peak Pricing (CPP) for large and medium size customers in its territory.

<http://www.cpuc.ca.gov/PUC/energy/Demand+Response/sdge.htm>

*Smart Meters – Pacific Gas and Electric Company*

Time-based rates are available to PG&E's residential, agricultural, and commercial and industrial customers with a smart meter.

[The Critical Peak Pricing](#) (CPP) program (currently in place for large commercial and industrial customers) is designed to encourage customers to reduce their electricity usage during periods when the electric system is experiencing high electricity loads and it costs significantly more to provide customers with electricity. The CPP program includes optional bill protection for the first year. Bill protection means that a participating customer pays no higher (by being on CPP) annually than what they otherwise would pay if they stay on their standard rate.

Residential customers may elect to enroll in PG&E's [Smart Rate](#) program, which like CPP is designed to encourage customers to reduce their electricity usage at during peak periods. Participants in Smart Rate may elect also bill protection option for the first full summer of participation.

Residential and small business customers can also enroll in PG&E's [Smart AC program](#), where they can reduce or shift their air conditioning in response to signals from the utility. In the near future, residential customers will have the option of enrolling in a Peak Time Rebate program, where they can receive a rebate for reducing their electricity consumption in response to demand response signals from the utility.

Read our October 14, 2009, [press release](#) on Smart Meter installations in the Bakersfield area.

Nov. 20, 2009: [Expedited Contracting Approved for PG&E Smart Meter Testing in San Joaquin Valley](#)

<http://www.cpuc.ca.gov/PUC/energy/Demand+Response/pge.htm>

## Legislation and Regulations

The following relevant legislation has been included here for ease of reference. **Bold** in most cases has been added to draw attention to the specific passage.

Please note that sections have been omitted if they have been deemed to be out of scope.

*PUBLIC UTILITIES CODE SECTION 391-393 (Information Practices)*

391. The Legislature finds and declares all of the following:

- (g) It is the intent of the Legislature that:
  - (1) Electricity consumers be provided with sufficient and reliable information to be able to compare and select among products and services provided in the electricity market.

392. (a) (1) **Electrical corporations shall disclose each component of the electrical bill as follows:**

- (A) The total charges associated with transmission and distribution, including that portion comprising the research, environmental, and low-income funds.
- (B) The total charges associated with generation, including the competition transition charge.
- (2) Electrical corporations shall provide conspicuous notice that if the customer elects to purchase electricity from another provider that customer will continue to be liable for payment of the competition transition charge. This paragraph does not prohibit the commission from requiring additional information.
  - (b) Prior to the implementation of the competition transition charge, electric corporations, in conjunction with the commission, shall devise and implement a customer education program informing customers of the changes to the electric industry. The program shall provide customers with information necessary to help them make appropriate choices as to their electric service. The education program shall be subject to approval by the commission.
  - (c) The standard bill format developed by the commission pursuant to subdivision (e) of Section 394.4 shall also apply to electrical corporations.

392.1 (a) The commission shall compile and regularly update the following information: names and contact numbers of registered providers, information to assist consumers in making service choices, and the number of customer complaints against specific providers in relation to the number of customers served by those providers and the disposition of those complaints. To facilitate this function, registered entities shall file with the commission information describing the terms and conditions of any standard service plan made available to residential and small commercial customers. The commission shall adopt a standard format for this filing. The commission shall maintain and make generally available a list of entities offering electrical services operating in California. This list shall include all registered providers and those providers not required to be registered who request the commission to

be included in the list. The commission shall, upon request, make this information available at no charge. Notwithstanding any other provision of law, public agencies which are registered entities shall be required to disclose their terms and conditions of service contracts only to the same extent that other registered entities would be required to disclose the same or similar service contracts.

- (b) The commission shall issue public alerts about companies attempting to provide electric service in the state in an unauthorized or fraudulent manner as defined in subdivision (b) of Section 394.25.
- (c) The commission shall direct the Office of Ratepayer Advocates to collect and analyze information provided pursuant to subdivision (a) for purposes of preparing easily understandable informational guides or other tools to help residential and small commercial customers understand how to evaluate competing electric service options. In implementing these provisions, the commission shall direct the Office of Ratepayer Advocates to pay special attention to ensuring that customers, especially those with limited-English-speaking ability or other disadvantages when dealing with marketers, receive correct, reliable, and easily understood information to help them make informed choices. The Office of Ratepayer Advocates shall not make specific recommendations or rank the relative attractiveness of specific service offerings of registered providers of electric services.

393. (a) **The commission shall conduct a pilot study of the residential and small commercial customers of each electrical corporation, where the rate level established in subdivision (a) of Section 368 is no longer in effect, to determine the relative value to ratepayers of various information, rate design, and metering innovations for helping residential and small commercial customers better manage their electricity use.** The commission shall compare the net benefits, including, but not limited to, all of the following approaches:

- (1) The retrofit or replacement of residential and small commercial meters to provide real-time usage information to a standard output interface that is connected to a visual display module within the customer's home or business that presents information, at minimum, on current usage and historic usage. The commission may also test the effects of providing greater amounts of information display capability including, but not limited to, historic usage and estimated aggregated costs for the billing period, associated with the customer's bundled rate structure. The standard output interface of the meter must be multiply accessible to allow the installation by the customer, an electrical corporation, or a registered energy service provider of energy information-based energy management applications.
- (2) The replacement of residential and small commercial meters with time-of-use meters that distinguish and measure peak and off-peak energy use. Subject to the approval of the commission, electrical

corporations shall offer a rate schedule to customers that differentially price seasonal on-peak, mid-peak, and off-peak energy use that reflects the electrical corporation's actual energy cost. The meters used shall have the same standard usage information output interface as in paragraph (1).

- (3) The replacement of residential and small commercial meters with meters that facilitate the offering of hourly real-time pricing. Subject to the approval of the commission, electrical corporations shall offer a rate schedule to customers that prices electricity usage at the electrical corporation's hourly cost. The meters used shall have the same standard usage information output interface as in paragraph (1).
- (b) The commission shall ensure that sufficient valid randomized customer use data, normalized for weather, occupancy, energy cost differences and other potentially confounding factors, are collected to respond to, but are not limited to, all of the following questions:
- (1) To what extent is the real-time availability of customer usage information to customers sufficient to bring about a significant change in customer energy consumption behavior
  - (2) To what extent is the availability of customer usage information to customers sufficient to stimulate innovation in energy information-based energy management applications
  - (3) What is the difference in energy consumption behavior between customers that have enhanced access to energy consumption information and those who have time-of-use rates
  - (4) Do the differences in usage and net cost savings, if any, between customers who have enhanced energy information and those who have time-of-use rates justify the broader offering of time-of-use metering capability
  - (5) What is the difference in energy consumption behavior between customers who consume electricity under hourly real-time pricing and customers who either have enhanced information access or time-of-use pricing Does the value of these differences justify the broader offering of hourly real-time pricing
  - (6) What issues should be addressed prior to system wide deployment
- (c) In conducting the pilot study, the commission shall ensure that all of the following study conditions are observed:
- (1) No more than the minimum number of customers required to provide a statistically valid sample for a customer group in a pilot study as required by subdivision (a) are included. The aggregate total number of customers participating in a customer group in a pilot study may not exceed 3 percent of the electrical corporation's customers.

- (2) Customers from each electrical corporation are selected from comparable geographic areas, from a variety of climate zones, and from a range of socioeconomic circumstances. In addition, control groups of customers shall be established for each study against whom the behavior of the study group participants may be compared.
  - (3) No customer is required to participate in a pilot study. However, customer rates of participation and reasons for nonparticipation for each study condition shall be monitored and incorporated in the study results, as appropriate.
  - (4) The offerings for the customers in the service territories of each electrical corporation that participates in a pilot study required by subdivision (a) are identical among electrical corporations to allow the comparison of data and results. However, electrical corporations may test alternative technological solutions, not including those relating to the standard usage information output interface specified in subdivision (e), to offer hourly real-time pricing for the pilot study in paragraph (3) of subdivision (a).
  - (5) Notwithstanding paragraph (4), the commission may waive the requirement imposed by that paragraph, or otherwise alter a pilot study, if the commission finds that it is in the public interest.
  - (6) All interested energy service providers and equipment manufacturers are included in the design and implementation of the pilot study to ensure that its results may be used to guide the subsequent deployment of the appropriate customer usage information infrastructure.
- (d) The commission shall report to the Legislature on the initial results of the pilot study on or before March 31, 2002. The commission shall report on the results of the study for electrical corporations that continue to be under the rate level established in subdivision (a) of Section 368 at the effective date of this act within 15 months from the time when that rate level is no longer in effect.
  - (e) The study data shall be available to the public. The data shall be provided in a way that does not reveal customer-specific information.
  - (f) The standard usage information output interface used in pilot study elements set forth in paragraphs (1) to (3), inclusive, of subdivision (a) shall meet all of the following specifications:
    - (1) All electrical corporation retrofits or meter replacements shall conform to the same American National Standards Institute, Institute of Electrical and Electronics Engineers or other standard, as appropriate, and provide the same standard output interface.
    - (2) The technology selected shall be the most cost-effective, including its use of electricity on a life-cycle basis.



- (3) **The standard output interface selected shall allow a customer's data to be multiply accessed in a secure and protected manner.**
- (4) The standard output interface shall be installed in a way that does not compromise customer or worker safety or the integrity or accuracy of the meter.
- (5) Because some older vintage meters cannot be readily retrofitted, the decision regarding whether to retrofit or replace a meter must be made on the basis of cost-effectiveness.
- (6) **Access by electrical corporations and third-party providers to the usage information output interface shall be at the sole discretion of the customer, except to the extent that the customer enters into a billing relationship with an electrical corporation or energy service provider.**
- (7) **To ensure customer privacy, unless specifically authorized by the customer, information based upon customer data may not be used for any commercial purpose.**
- (8) Customers receiving service under the California Alternative Rates for Energy program under Section 739.1 do not pay a higher distribution rate attributable to participating in any of the pilot studies in subdivision (a).
- (g) The commission shall allow electrical corporations to include in their distribution rates the reasonable investment and operating, installing, accounting, and evaluating costs of the pilot studies, those costs to be allocated only among the customer classes participating in the study.

394.4. Rules that implement the following minimum standards shall be adopted by the commission for electric service providers offering electrical services to residential and small commercial customers and the governing body of a public agency offering electrical services to residential and small commercial customers within its jurisdiction:

- (e) **Billing: All bills shall have a standard bill format, as determined by the commission or the governing body, and shall contain sufficient detail for the customer to recalculate the bill for accuracy.** Any late fees shall be separately stated. Each electric service provider shall provide on all customer bills a phone number by which customers may contact the electric service provider to report and resolve billing inquiries and complaints. An electric service provider contacted by a customer regarding a billing dispute shall advise the customer at the time of the initial contact that the customer may file a complaint with the commission if its dispute is not satisfactorily resolved by the electric service provider.
- (f) **Meter integrity: An electric customer shall have a reasonable opportunity to have its meter tested to ensure the reasonable**

**accuracy of the meter.** The commission or governing body shall determine who is responsible for the cost of that testing.

<http://www.leginfo.ca.gov/cgi-bin/calawquery?codesection=puc&codebody=&hits=20>

### **Investor Owned Utilities**

Rule compliant bill rendering statements and ToU tariff information for two of the three California IOUs may be found at the following addresses:

#### *SDG&E*

- Tariff Book: [http://www.sdge.com/regulatory/elec\\_rules.shtml](http://www.sdge.com/regulatory/elec_rules.shtml)
- Rendering of Bills: [http://www.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE9.pdf](http://www.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE9.pdf)
- Meter Tests: [http://www.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE18.pdf](http://www.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE18.pdf)

#### *PG&E*

- Tariff Book: <http://www.pge.com/tariffs/ER.SHTML#ER>
- Rendering of Bills: [http://www.pge.com/tariffs/tm2/pdf/ELEC\\_RULES\\_9.pdf](http://www.pge.com/tariffs/tm2/pdf/ELEC_RULES_9.pdf)
- Meter Tests: [http://www.pge.com/tariffs/tm2/pdf/ELEC\\_RULES\\_17.pdf](http://www.pge.com/tariffs/tm2/pdf/ELEC_RULES_17.pdf)

## C Texas

### Rules and Regulations

*CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS. Subchapter B. CUSTOMER SERVICE AND PROTECTION. §25.25--1 effective 1/06/10 (P 37070)*

*§25.25. Issuance and Format of Bills.*

- (a) **Frequency of bills.** An electric utility shall issue bills monthly, unless otherwise authorized by the Public Utility Commission, or unless service is provided for a period less than one month. Bills shall be issued as promptly as possible after reading meters.
- (b) **Billing information.** The electric utility shall provide free to the customer a breakdown of charges at the time the service is initially installed or modified and upon request by the customer as well as the applicable rate schedule.
- (c) **Bill content.** Each customer's bill shall include all the following information:
  - (1) if the meter is read by the electric utility, the date and reading of the meter at the beginning and at the end of the billing period;
  - (2) the due date of the bill, as specified in §25.28 of this title (relating to Bill Payment and Adjustments);
  - (3) the number and kind of units metered;
  - (4) the applicable rate schedule and title or code should be provided upon request by the customer;
  - (5) the total amount due after addition of any penalty for nonpayment within a designated period. The terms "gross bill" and "net bill" or other similar terms implying the granting of a discount for prompt payment shall be used only when an actual discount for prompt payment is granted. The terms shall not be used when a penalty is added for nonpayment within a designated period;
  - (6) the word "Estimated" prominently displayed to identify an estimated bill;
  - (7) any conversions from meter reading units to billing units, or any other calculations to determine billing units from recording or other devices, or any other factors used in determining the bill; and
  - (8) any amount owed under a written guarantee contract provided the guarantor was previously notified in writing by the electric utility as required by §25.24 of this title (relating to Credit Requirements and Deposits).
  - (9) To the extent that a utility applies a charge to the customer's bill that is consistent with one of the terms set out in this paragraph, the term shall be used in identifying charges on customer's bills, and the definitions in

this paragraph shall be easily located on the utility's website. A utility may not use a different term for a charge that is defined in this paragraph.

- (A) Advanced metering charge -- A charge to recover the costs of an advanced metering system;
  - (B) Energy Charge -- Any charge, other than a tax or other fee, that is assessed on the basis of the customer's energy consumption.
  - (C) Energy Efficiency Cost Recovery Factor -- A charge approved by the Public Utility Commission to recover the electric utility's cost of providing energy efficiency programs.
  - (D) Fuel Charge -- A charge approved by the Public Utility Commission for the recovery of the utility's costs for the fuel used to generate electricity.
  - (E) Meter Number -- The number assigned by the utility to the customer's meter.
  - (F) Meter Charge -- A charge approved by the Public Utility Commission for metering a customer's consumption.
  - (G) Miscellaneous Gross Receipts Fee -- A fee assessed to recover the miscellaneous gross receipts tax imposed on utilities operating in an incorporated city or town having a population of more than 1,000.
  - (H) Municipal Franchise Fee -- A fee assessed to compensate municipalities for the utility's use of public rights-of-way.
  - (I) Nuclear Decommissioning Fee -- A charge approved by the Public Utility Commission to provide funds for decommissioning of nuclear generating sites.
  - (J) PUC Assessment -- A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.
  - (K) Sales tax -- Sales tax collected by authorized taxing authorities, such as the state, cities, and special purpose districts.
- (10) To the extent that a utility uses the concepts identified in this paragraph in a customer's bill, it shall use the term set out in this paragraph, and the definitions in this paragraph shall be easily located on the utility's website. A utility may not use a different term for a charge that is defined in this paragraph.
- (A) Current Meter Read -- The meter reading at the end of the period for which the customer is being billed;
  - (B) kW -- Kilowatt, the standard unit for measuring electricity demand, equal to 1,000 watts;
  - (C) kWh -- Kilowatt-hour, the standard unit for measuring electricity energy consumption, equal to 1.000 watt-hours; and

(D) Previous Meter Read -- The reading on the beginning the period for which the customer is being billed.

(d) **Estimated bills.**

- (1) An electric utility may submit estimated bills for good cause provided that an actual meter reading is taken no less than every third month. In months where the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months when meters are not read, the electric utility must provide the customer with a postcard and request the customer to read the meter and return the card to the electric utility. If the postcard is not received by the electric utility in time for billing, the electric utility may estimate the meter reading and issue a bill.
- (2) If an electric utility has a program in which customers read their own meters and report their usage monthly and no meter reading is submitted by a customer the electric utility may estimate the customer's usage and issue a bill. However, the electric utility must read the meter if the customer does not submit readings for three consecutive months so that a corrected bill may be issued.

(e) **Record retention.** Each electric utility shall maintain monthly billing records for each account for at least two years after the date the bill is mailed. The billing records shall contain sufficient data to reconstruct a customer's billing for a given month. Copies of a customer's billing records may be obtained by that customer on request.

(f) **Transfer of delinquent balances.** If the customer has an outstanding balance due from another account in the same customer class, then the utility may transfer that balance to the customer's current account. The delinquent balance and specific account shall be identified as such on the bill.

<http://www.puc.state.tx.us/rules/subrules/electric/index.cfm>

## **TXU**

### *Smart Meter Charge FAQ*

#### ***TDSP Meter Surcharge - Frequently Asked Questions***

##### **1. What is the TDSP Meter Surcharge?**

The TDSP Meter Surcharge is a monthly fee of \$2.21 passed on by your utility company, Oncor, in order to provide electricity customers with new, technologically-advanced electric meters (also called "smart meters"). It is a Public Utility Commission-approved fee that is passed on to you through your retail electric provider. You may also hear this fee referred to as part of the Advanced Meter System Program.

##### **2. Are other retail electric providers charging this fee?**

Yes. The fee is actually charged by Oncor, but is being passed on to you through the retail electric providers that service the Oncor territory.

### **3. What is this fee for?**

The \$2.21 monthly charge will go to provide electricity customers with new, technologically advanced electric meters. These new "smart meters" will be able to help you manage your energy use, conserve energy, and save money by providing you detailed information on your energy consumption. The "smart meters" can also help minimize the duration of power outages. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

### **4. Is this a one-time billing charge?**

No, this is not a one-time billing charge. The Public Utility Commission has approved a surcharge of \$2.21 which will be added to your bill each month as a monthly surcharge. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

### **5. When will the charge become effective?**

Beginning with bills starting December 29, 2008, the PUCT-approved pass-through fee will be added to your bill as a monthly surcharge line item. This charge will appear for the next 11 years. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

### **6. Where will I see this charge on my bill?**

You will see an additional line item listed as "TDSP Meter Surcharge".

### **7. Has my rate changed because of it?**

The average monthly price per kilowatt-hour as shown on your bill as well the Electricity Facts Label for your specific plan, include all monthly recurring charges. These have changed slightly because this monthly charge has been rolled into the rate. Your energy charge, however, has not changed.

### **8. I'm on a price-protected plan, so I thought my rate could not change.**

With a price-protected plan, the only circumstance in which your price can change is with a change in law or regulatory charges. This means that if the Texas legislature or the Public Utility Commission approves a charge, the retail electric providers in that area can pass on that fee to you, and as a result, the charge can change your rate. The TDSP meter surcharge is an example of a regulatory charge that Oncor is passing on to you through your retail electric provider.

### **9. How will the AMS Technology (or "smart meters") benefit me?**

With the "smart meters", your local poles and wires company can have an ongoing picture of the electric system, which will help them identify trouble spots, which helps to minimize the duration of power outages. Also, these new meters will be able to provide detailed information on your energy consumption through in-home display devices or even using your computer. You will be able to use that information to better manage your electricity usage to save money and help the

environment. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

**10. When will we have this AMS Technology (or smart meters)?**

The AMS program will provide electric customers with new, technologically-advanced electric meters over a period of four years. Oncor will start installing the meters at the end of 2008 and continue until completed in 2012. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

**11. Will someone still come and read my meter once my "smart meter" is installed?**

Although the advanced AMS technology allows for remote meter readings, Oncor will read AMS meters for 2-3 months after they are installed to ensure that readings recorded remotely are the same as those recorded at the meter. After Oncor is satisfied that the meters are recording correctly, the meter will no longer be read by a meter person. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

**12. I'm currently on your low-income assistance program -- will I still have to pay the TDSP Meter Surcharge?**

At this time, all customers will receive this charge. The \$2.21 monthly charge will not be waived for any residential customer class. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

**13. What if I don't want a smart meter?**

The "smart meters" are an upgrade to replace the old technology. The Public Utility Commission has not provided a way for customers to opt out of the "smart meter" program. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

**14. Why am I charged the fee if I don't even have the technology yet?**

The \$2.21 monthly charge helps to cover the cost of the advanced meter, communications and support systems, low-income assistance and customer education programs associated with the initiative. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact Oncor at 1-800-518-2380.

<http://www.txu.com/residential/AMS-FAQ.htm>

***TDSP Meter Surcharge - Frequently Asked Questions***

**What is the Transmission and Distribution Service Provider (TDSP) Meter Surcharge?**

The TDSP Meter Surcharge is a monthly fee based on your business kW demand. This fee is assessed by your local TDSP (Oncor or CenterPoint), in order to provide electric customers with technologically-advanced electric meters. It is a Public Utility Commission of Texas (PUCT) approved fee that is passed on to you through your retail electric provider (REP). You may also hear this fee referred to as part of the Advanced Meter System Program or the "smart meter" fee. "Smart meters" are being installed in the Oncor and CenterPoint service territories beginning in 2009.

**Who can I talk to if I have additional questions?**

If you have additional questions about the TDSP Meter Surcharge or Advanced Meter System "smart meter" program, please contact your TDSP (Oncor or CenterPoint). You can Oncor at 1-800-518-2380 or CenterPoint at 1-800-332-7143.

**Are other electric companies charging this fee?**

Yes. The fee is actually charged by your TDSP, but may be passed on to you through the retail electric providers that service these territories.

**What is this fee for?**

The TDSP meter surcharge is a monthly charge that will provide electricity customers with technologically advanced electric meters that will be installed over a period of up to 4 to 5 years depending on your TDSP. These new "smart meters" can help you manage your energy use, conserve energy, and save money by providing you detailed information on your energy consumption. The "smart meters" can also help minimize the duration of power outages because your outages will automatically be reported.

**Is this a one-time billing charge?**

No, this is not a one-time billing charge. The Public Utility Commission has approved a surcharge based on your business' kW demand which will be added to your bill each month as a monthly surcharge.

**When will the charge become effective?**

Beginning with bills starting 12/29/08 for the former SESCO (Oncor) territory, and 2/16/09 for the remaining Oncor territory, and with bills starting 2/2/09 for the CenterPoint territory, the PUCT-approved pass-through fee will be added to your bill as a monthly surcharge line item. This charge will appear for the next 11 years for Oncor, and 12 years for CenterPoint. If you look on your bill where it lists TDSP charges, you will see a charge listed as "TDSP Meter Surcharge".

**Has my rate changed because of it?**

The average rate quoted to you on your Electricity Facts Label has changed because this monthly charge has been rolled into the rate.

**I'm on a price-protected plan, so I thought my rate could not change?**

With a price-protected plan, the only circumstance in which your price will change is with a change in law or regulatory charges. This means that if the law requires



Texas REPs to pass on a charge, or your TDSP needs the REPs in their service area to pass on a fee to you, this charge can show up in your rate. The TDSP meter surcharge is an example of an approved regulatory charge that your local TDSP is passing on to you through your retail electric provider.

**How will the AMS Technology (or "smart meters") benefit me?**

With the "smart meters", your local poles and wires company can have an ongoing picture of the electric system, which will help them identify trouble spots, which helps to minimize the duration of power outages. Regardless of the location of your meter, all power outages are automatically reported to the TDSP. Also, these new meters will be able to provide detailed information on your energy consumption. You will be able to use that information to better manage your usage to save money and help the environment.

**When will we have this AMS Technology (or "smart meters")?**

The AMS program will provide electric customers with new, technologically-advanced electric meters over a period of 4 to 5 years.

**Will someone still come and read my meter once my "smart meter" is installed?**

Although the advanced AMS technology allows for remote meter readings, your TDSP will read installed AMS meters for 2-3 months after they are installed to ensure that the readings that are recorded remotely are the same as those recorded on site. After your TDSP is satisfied that the meters are recording correctly, the meter will no longer be read by a meter person.

**What if I don't want a "smart meter"?**

Electricity customers in your TDSP's service area will be receiving a "smart meter" over the next 4 to 5 years. If you have questions about the "smart meters", implementation of the Advanced Meter System program, or the pass-through fee, please contact your TDSP (CenterPoint or Oncor). You can reach Oncor at 1-800-518-2380 or CenterPoint at 1-800-332-7143.

**Why am I charged the fee if I don't even have the technology yet?**

The monthly charge helps to cover the cost of the advanced meter, communications and support systems, low-income assistance and customer education programs associated with the initiative. If you have other questions about this pass-through fee, or about the "smart meters" and Advanced Meter System program, please contact your TDSP (CenterPoint or Oncor). You can reach Oncor at 1-800-518-2380 or CenterPoint at 1-800-332-7143.

[http://blogs.chron.com/newswatchenergy/archives/2010/01/reliant\\_rolls\\_o.html](http://blogs.chron.com/newswatchenergy/archives/2010/01/reliant_rolls_o.html)



## Weekly Usage Update

DELANIE CHARLES  
1142 BRIAR FOREST DR.  
HOUSTON, TX 77024-5348

**CONTACT US**  
(866) 872-6644  
• [Summary@reliant.com](mailto:Summary@reliant.com)

### LEGEND

This Week Last Week

### Need Help?

• [FAQ](#)

### Weekly Summary

Your household consumed **616.5 kWh** this week, which cost **\$84.05** (up from last week's total by \$11.87).

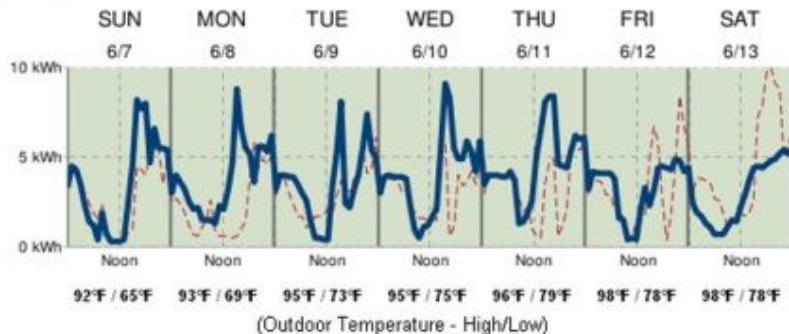
	This Week Jun.07-13	Last Week May.31-Jun.06
Usage	616.5 kWh	529.4 kWh
Cost	\$84.05	\$72.18

Based on your consumption, your estimated electricity charges for the month will be **\$356.29\***, with 18 days left in this billing cycle (Your last bill amount was \$268.48). If you'd like to find out ways to lower your usage, we're here to help; check the tips at the bottom of this email and visit our [Energy Savings Center](#) for more resources.

\*This is an estimate through the end of the billing cycle and may vary from your actual bill. This includes electricity usage only and no other fees or taxes. An average billing cycle is 29-32 days.

### Day-by-Day Energy Usage

The average daily cost for your household usage is **\$12.01** this week (up from last week's average by \$1.70).



\*Temperature Source: National Weather Service  
Estimates of your electricity usage may be used to develop figures in this email. In some instances, gaps may appear because we did not have enough historical data to estimate missing data points in your graph. [See FAQ](#) for more information.

Login to [your account](#) to view your 12 month usage, billing history, and electricity plans.

### You Can Make a Difference - Tips to Help You Save Energy

Replace fiberglass air return filters with the pleated variety to allow better filtration and less frequent changing.

• [More energy saving tips on reliant.com](#)

## Media

Public Utility Commission orders tests of smart meters.

<http://www.dallasnews.com/sharedcontent/dws/dn/latestnews/stories/030510dnbus-smartmeters.3cf8e48.html>

Electric companies offer time-of-use pricing

[http://www.dallasnews.com/sharedcontent/dws/bus/industries/energy/stories/DN-timeofuse\\_07bus.ART.State.Edition1.3cbe492.html](http://www.dallasnews.com/sharedcontent/dws/bus/industries/energy/stories/DN-timeofuse_07bus.ART.State.Edition1.3cbe492.html)

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