

ICC Docket No. 12-0298**Commonwealth Edison Company's Response to
The People of the State of Illinois ("AG") Data Requests**

AG 1.01 – 1.17

Date Received: April 24, 2012

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REQUEST NO. AG 1.12:

Identify the specific data and "metrics" that ComEd will report to the Commission, and under what reporting schedule, as a part of its deployment of AMI, the implementation of customer-facing programs, and implementation of the consumer education plan. In your response, identify each reporting item, the definition of each item, the database or internal source of the data that ComEd will rely upon to report the data, and the reporting frequency for each item. At a minimum, include in your response the "milestones and metrics" listed on pp. 75-78 of the AMI Deployment Plan.

SUPPLEMENTAL RESPONSE:

As required by the statute, annually, after consultation with the Smart Grid Advisory Council, ComEd will submit a report of the progress it has made toward completing implementation of its AMI Plan, including a description of the AMI investments made during the prior 12 months and the AMI investments planned to be made in the following 12 months.

In addition, as described in Mr. O'Toole's testimony, ComEd also plans to track the following deployment measurements as described in Chapter 2 of ComEd's Plan:

- Number of meters installed – defined as the number of AMI meters installed at customer locations based on meter data extracted from the existing customer information system (CIMS)
- Number of network devices installed – defined as the number of SSN Access Points and Relays installed in the field based on data extracted from SSN's existing UIQ system
- The rate and amount of Unable to Complete (UTC) meter exchanges – the amount of UTC's is defined as the total number of meter exchange orders recorded as UTC based on data extracted from the existing Clevest work management system, and the rate is defined as the amount of UTC's divided by the sum of the total number of meter exchange orders completed and UTC's
- Escalated Customer complaints tied to the AMI program – defined as the total number of AMI[-related complaints received by ComEd's Customer Relations department based on data extracted from their existing Access database
- The number of individual appointments for meter installation that are scheduled and executed – defined as the number of meters installed through the meter installation appointment process based on data extracted from a new appointment scheduling tool

Also, as described in Chapter 3 of ComEd's Plan, many of the functionalities unlocked through ComEd's deployment of AMI will be available to the customer as soon as the AMI meter is installed at their premises and activated pursuant to the AMI deployment schedule described in Chapter 2; therefore, the milestones for enabling these foundational capabilities will be realized immediately as AMI meters are deployed and activated pursuant to the AMI deployment schedule. Thus the milestones are the deployment schedule.

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In addition, other key AMI meter deployment milestones and metrics include:

- IT Release 0 scheduled for end of Q3 2012
- First AMI meter installed Q4 2012
- Approximately 400,000 AMI meters installed each year for ten years
- Last non-AMI electro-mechanical meter replaced with AMI meter in 2021
- IT Release 1 to support Full Deployment scheduled by end of Q3 2013
- IT Releases 2-n to support Full Transformation by end of 2014 (see Figure 11 in Chapter 2 for full details)

Key research milestones and metrics include:

- Quarterly: Provide refresh of technology tracking outlook
- Quarterly: Update customer research to understand how preferences and demand for Smart Grid-related applications are developing.

The source for both of these sets of information will be an internal customer research team.

Key PTR milestones and metrics include:

- Key milestone: A proposed tariff will be filed with the ICC within 60 days of the ICC's approval of ComEd's AMI Plan
- Key milestone: Customers with installed and certified AMI meters will be eligible to enroll in PTR as soon as the PTR tariff is approved by the ICC
- Key milestone: The first PTR event is expected take place in the summer of 2013
- Updating what is in the AMI Plan, ComEd will report the following with its annual AMI Plan update:
 - Number of customers eligible for the PTR program
 - Number of customers enrolled in the PTR program
 - Average peak reduction for enrolled customers
 - Average rebate for enrolled customers
 - Total program energy and bill savings by year
 - Total events called by year.

The sources of the information needed for the above items (except the last one which will be the program administrator) are yet to be determined but may include ComEd's billing system and any third party demand response management systems.

Key web portal milestones and metrics are:

- Customers will have access to the web portal as soon as their AMI meter is installed and certified.
- Customers will have access to "Green Button" functionality as soon as they have access to the web portal.
- Key milestone: web portal will be integrated with ComEd.com by the fourth quarter of 2012.

In addition, as described in Chapter 4 of the Plan, an extensive program of primary and secondary market research will be employed to assist ComEd's AMI deployment initiatives and to measure the success of customer education and outreach efforts. ComEd will begin tracking the awareness and education study in the 2nd quarter 2012 and report out on a yearly basis. Further, ComEd will conduct primary research on the following topics: 1) message testing research, 2) awareness/education tracking, 3) customer experience/engagement research, 4) customer experience/engagement tracking and 5) motivational research. Secondary research will be as follows: 1) traditional media tracking, 2) audience reach and frequency tracking, 3) social media tracking, 4) benchmarking/best practices assessment, 5) macro-environmental assessments, 6) rapid response situational assessments, 7) events tracking, 8) existing body of research.