

Staff Cross Ex 3

**ComEd**<sup>®</sup>

An Exelon Company

**Review of Customer Smart Meter  
Refusals**

**November 1, 2013**

**OFFICIAL FILE**

I.C.C. DOCKET NO. 13-0552  
Staff Cross Exhibit No. 3

Witness \_\_\_\_\_

Date 12-3-13 Reporter W. Killen

## Smart Meter Refusal Information: Pilot Program through September 2, 2013

- Approximately 98,000 meters were installed within the Innovation Corridor
  - ComEd received 24 meter refusal requests within the corridor resulting in a gross refusal rate of <.01%
  - Of the 24 requests, 9 customers were successfully converted and 15 remain outstanding
- ComEd also received 86 refusal requests from customers outside of the Innovation Corridor
  - Of the 86 requests, 4 customers were successfully converted and 82 remain outstanding
- In sum through 9/2/2013, 110 gross refusals were received from both inside and outside of the Innovation Corridor
  - 13 of the 110 were closed and the customer agreed to accept the meter, or a 12% overall conversion rate

Refusal Reason	Converted	Closed	Grand Total
Health	5	24	29
Security/Privacy	2	56	58
Overheating	0	1	1
Multiple	2	9	11
Other	4	7	11
Totals	13	97	110

## Smart Meter Refusal Information: 2013 Full Deployment, Sept 3 – Nov 1, 2013

- **Approximately 56,000 pre-deployment letters have been mailed to customers since 9/3/13**
  - **ComEd received 88 meter refusal requests within the deployment area resulting in a gross refusal rate of 0.17%**
  - **28 customers were successfully converted and 60 remain outstanding**
  
- **ComEd also received 10 refusal requests from customers outside of the deployment area**
  - **1 customer was successfully converted and 9 remain outstanding**
  
- **In sum through 11/1/2013, 98 gross refusals were received from both inside and outside of the deployment area**
  - **29 of the 98 were closed and the customer agreed to accept the meter, or a 30% conversion rate**
  - **36 of the 98 were closed with the customer definitively refusing the new meter**
  - **12 of the 98 are in “pending” status where ComEd has made contact with the customer and is continuing to address any outstanding concerns**
  - **21 of the 98 are in “open” status where ComEd has been unable to reach the customers**
  
- **Gross refusals refer to the total number of refusals received**
- **Net refusals refer to the total number of refusals less the number of successful conversions**

# Smart Meter Refusal Information: 2013 Full Deployment, Sept 3 – Nov 1, 2013

**Table 1. Refusal Counts with Current Status**

Location of Refusal	Week of Oct 28th					Cumulative				
	Successfully Converted	Put on Delay List	Follow-up Pending	No Contact (Open)	Gross Refusal Total	Successfully Converted	Put on Delay List	Follow-up Pending	No Contact (Open) <sup>2</sup>	Gross Refusal Total
Inside Deployment Area	2	8	6	1	17	28	31	12	17	88
Outside Deployment Area	0	0	0	0	0	1	5	0	4	10
	2	8	6	1	17	29	36	12	21	98

**Table 2. Gross Refusal Status, both inside and outside the deployment area, by Reason Type**

Refusal Reason	Converted	Closed	Pending	Open	Grand Total
Health	7	20	8	5	40
Security/Privacy	7	8	0	3	18
Overheating	1	2	1	0	4
Cost	4	0	0	0	4
Multiple	2	2	1	0	5
Other <sup>3</sup>	8	4	2	13	27
<b>Totals</b>	<b>29</b>	<b>36</b>	<b>12</b>	<b>21</b>	<b>98</b>

<sup>1</sup> All in Maywood

<sup>2</sup> These customers have received at least 1 outreach attempt from ComEd and we are awaiting a reply

<sup>3</sup> 12 – no reason, 9 - No contact with ComEd, 2 – concerned about time of use rates, 2 wanting to perform independent research, and 1 each – My Energy Tools, Remote Disconnect, Smart Meter interaction with their generator and Tripping Breakers

<sup>4</sup> These customers are potential conversions and have or will receive further contact from Customer Experience

