

Advanced Meter Project Update Technical Advisory Panel

September 29, 2011

Topic	Presenter	Time
Introductions	All	10:00 a.m.
Project Update	Pat Petersilia, Advanced Meter Director	10:10 a.m.
Early Installation Communication & Outreach Plan	Lizette Verduzco, Education & Outreach Mgr Donna Jones-Moore, Employee Awareness & Engagement Mgr Trisha Muse, Customer Experience Mgr	10:20 a.m.
Mass Installation Approach	Mario Aguirre, Installation Mgr	11:00 a.m.
Energy Presentment	Nancy Carrell Lawrence, Energy Presentment Mgr	11:20 a.m.
Next Steps	All	11:50 a.m.
Lunch	All	Noon

Project Update

Pat Petersilia

- CPUC Opt-out Workshop
 - SoCalGas participated in the workshop on September 14th
 - Workshop objective was to discuss the technical and economic feasibility of a smart meter opt-out
 - SoCalGas provided insights of the advanced meter gas only technology

- Advice Letter 4245 filed in May 2011 for approval of AMI contracts that will provide for the procurement and installation of SoCalGas' Advanced Meter technology system
 - SoCalGas filing supplemental Advice Letter shortly to include amendment to Aclara contract for warehouse acquisition and management and fleet acquisition, management, and maintenance
 - CPUC approval expected in 4th Quarter 2011

- **Employee Training Trust**
 - Beginning October 1st, offering Saturday classes surrounding advanced meter installation activities
 - Curriculum includes orientation to advanced meter module installation, e.g. use of power screwdriver, module operation/basic mechanics, etc.

Early Installation Communication & Outreach Plan

Lizette Verduzco, Donna Jones-Moore
& Trisha Muse

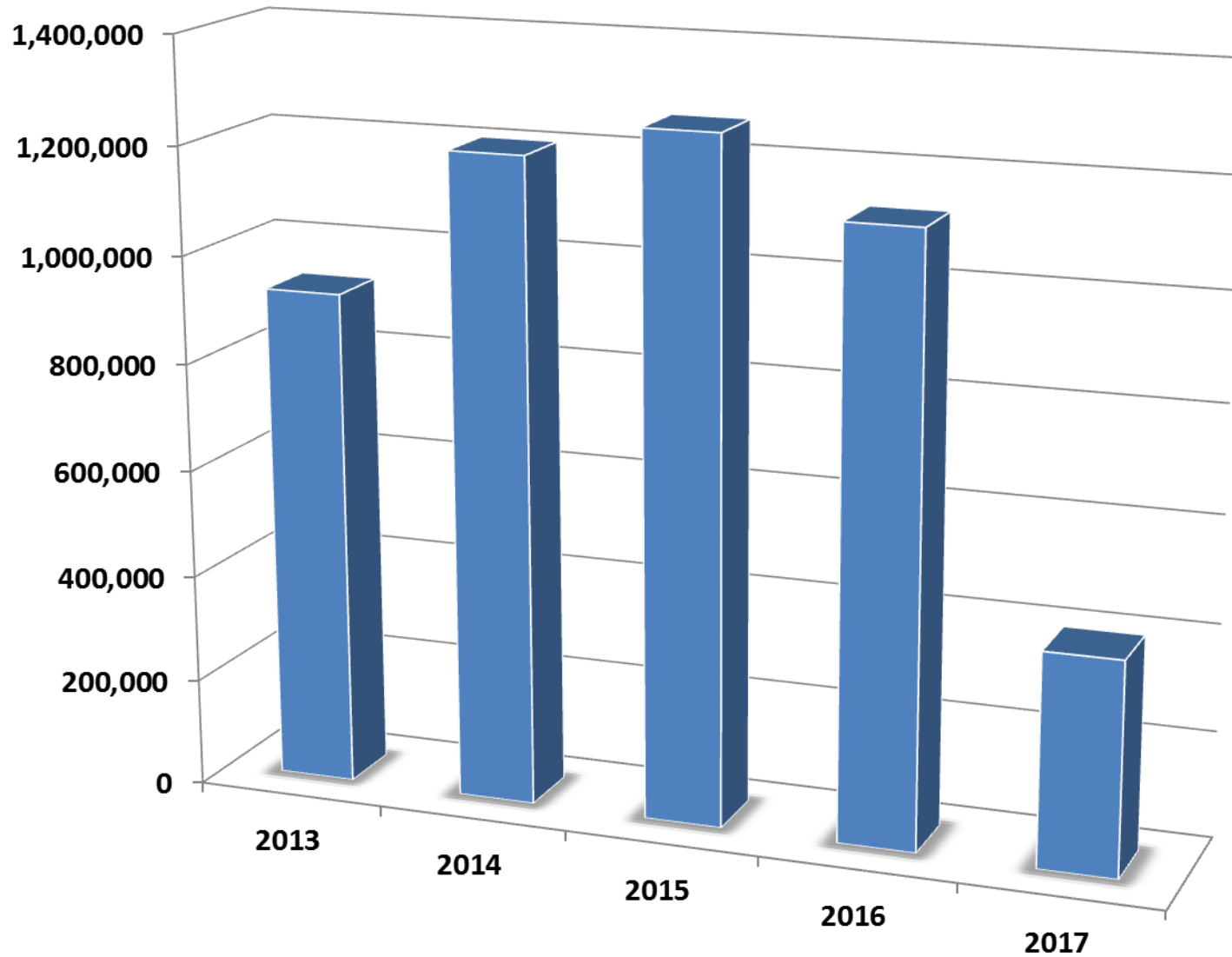
Plan will be shared during meeting

Mass Installation

Mario Aguirre

- Early installation (approximately 8,000) planned to be completed in Q4 2012
- Mass installation scheduled for Q1 2013 start with planned completion in mid-2017 and will begin with remaining early installation areas
- For the most part, we will be staging out of non-SCG facilities due to the incremental workforce required to perform the installation
- An Aclara subcontractor will provide installation support services, including fleet, staging warehouses and work order management system

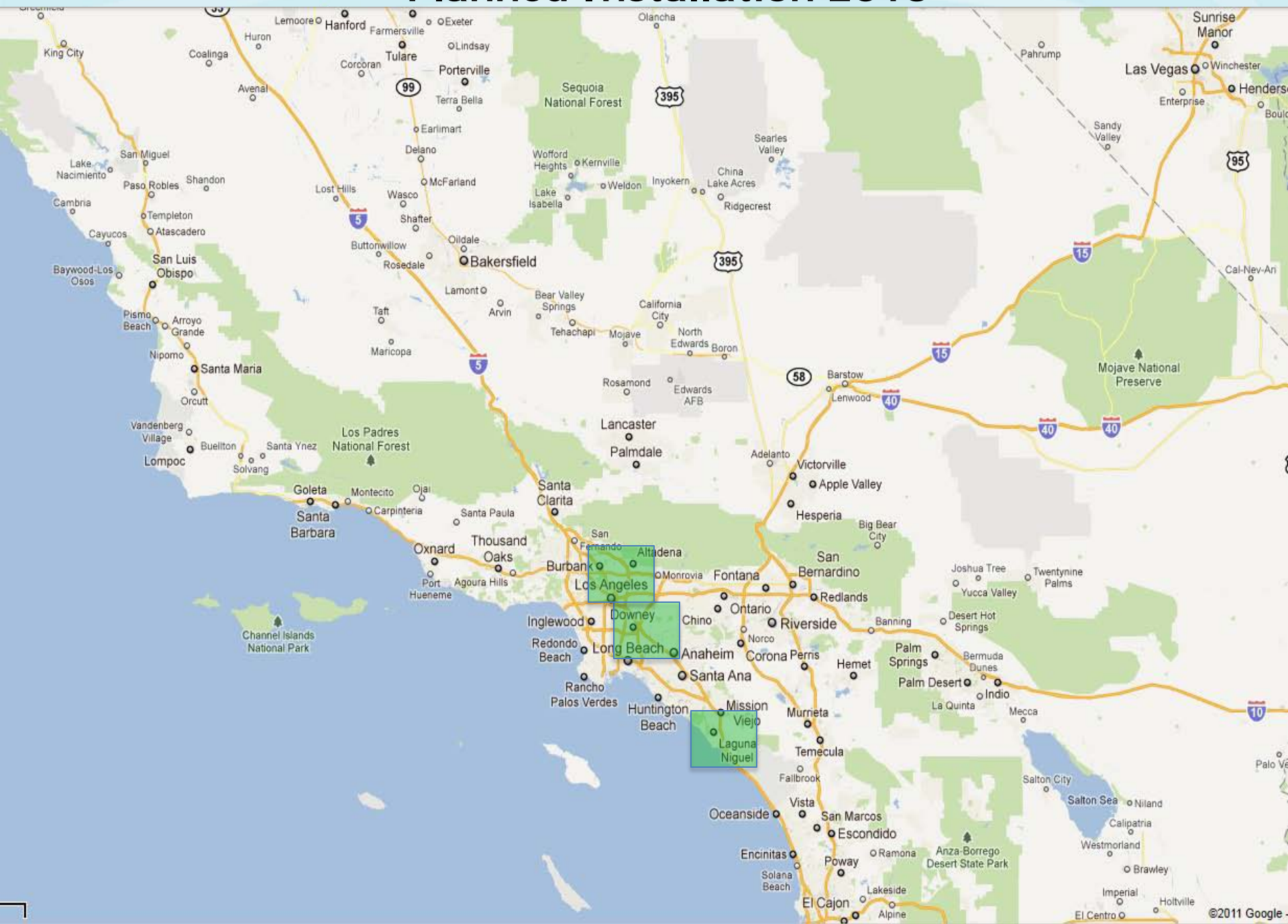
Planned Yearly Installation Volumes



		2013		2014		2015		2016		2017	
Staging Location		1st half	2nd half	1st half	2nd half	1st half	2nd half	1st half	2nd half	1st half	2nd half
Area A	Burbank										
	Northridge										
	Oxnard										
Area A	Nipomo										
	Morro Bay										
	Templeton										
	Santa Barbara										
Area A	Visalia										
	Bakersfield										
Area B	Pasadena										
	Baldwin Park										
	Chino										
	Rancho Cucamonga										
	San Bernardino										
	Lancaster										
	Valencia										
Area C	Pico Rivera [start]										
	Los Angeles										
	Santa Monica										
	Lawndale										
	San Pedro										
Area D	Laguna Niguel										
	Garden Grove										
	Corona										
	Murrieta										
	Hemet										
	Moreno Valley										
	Beaumont										
	Palm Desert										
	El Centro										

Planned Installation 2013

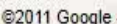
Subject to change



Subject to change

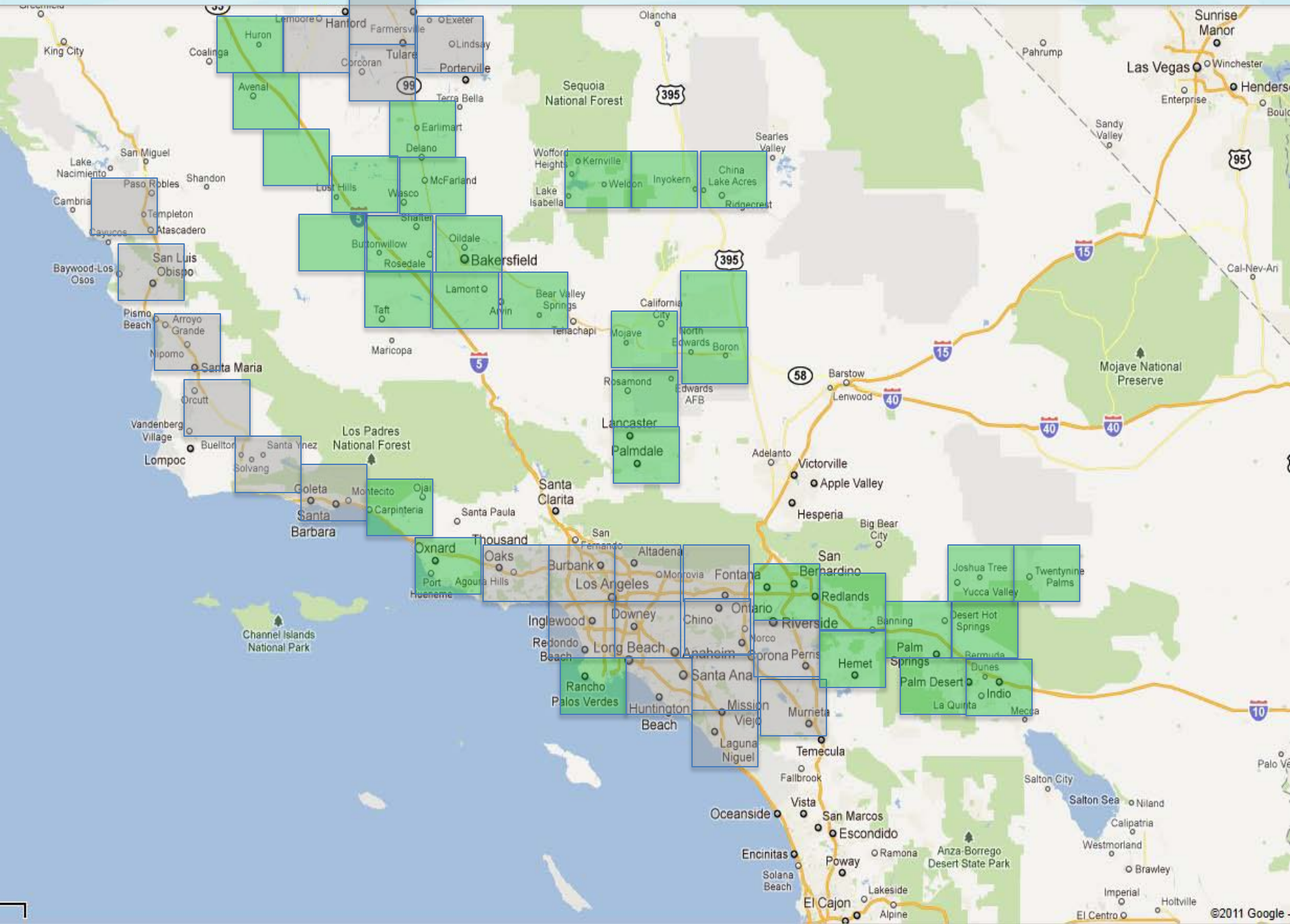


Subject to change



Planned Installation 2016

Subject to change



Subject to change



Energy Presentment & Analysis Tools

Nancy Carrell Lawrence

Advanced Meter Vision Statement:

- Transforming the way SoCalGas provides service through technology innovations and empowering customers with more choice, control, and convenience so they can better manage their energy use and costs.

Implement Energy Presentment & Analysis tools to:

- Enable and motivate customers to engage with their gas usage information to conserve energy and lower their bills
- Facilitate conservation savings
- Ensure a positive customer experience

Online Customer Dashboards;
Support for Direct Mail, e-Mail, IVR and
customer contact channels

AMI Load
Analysis
(Energy
Presentment)

Energy
Analysis

Bill Analysis

We are here!

Planned Timeframe	Features & Functionality
Fall 2012	<p>Advanced meter “Early Installation Test” software release:</p> <ul style="list-style-type: none"> • New My Account landing page + new online energy presentment & analysis tools for <u>all core Residential My Account customers</u> • Online presentment of hourly/daily interval data for <u>Residential My Account customers with validated advanced meter</u> • New Customer Contact online tool to authorized internal users (primarily Residential-focused, but may include some initial Commercial & Industrial features)
Q1/2 2013	<p>Advanced meter “Mass Deployment” software release:</p> <ul style="list-style-type: none"> • Online energy presentment & analysis tools for <u>all core Residential and Commercial & Industrial</u> My Account customers • Online presentment of hourly/daily interval data for <u>all core Residential and Commercial & Industrial</u> My Account customers with validated advanced meter • Customer Contact online tool, including all available Commercial & Industrial features, gradually rolled out to remaining authorized internal users • Potential enhancements to first release functionality
Q2/3 2013	<p>Customer Threshold Alerts available</p> <ul style="list-style-type: none"> • e.g., “bill-to-date,” energy usage threshold alert • Subscription options for e-mail, text and possible IVR access • Potential enhancements to first & second releases functionality

- Usability Testing for the customer-facing energy presentment & analysis tools was completed between 8/1 – 8/5
 - Navigation, content, layout, and analysis tools

- Usability Testing for the Customer Contact Tool was completed on 9/8
 - Navigation, content, and analysis tools

- Usability Testing for the customer-facing energy presentment & analysis tools was completed between 8/1 – 8/5
 - Tested: Navigation, content, layout, and analysis tools
 - Feedback: Simplification and clear descriptions are key!
 - Graphics on the landing page promoting ENERGYprism tools need more visibility
 - Simplify new “Terms and Conditions” disclaimer
 - Users prefer the “How does my home compare” graph on the landing page
 - Simplify our energy analysis tools dashboard with clear direction to complete an action plan
 - Users did not clearly understand terms like “CCF’s” or “Therms”

- Usability Testing for the Customer Contact Tool was completed on 9/8
 - Tested: Navigation, content, and analysis tools
 - Feedback: Add easy navigation features!
 - Add “Short Keys” (e.g. Select “CTRL” + “A” – for a designated tab within the tool)
 - Add “Tabbing Features” for each section of the tool

Draft Future Concept

Viewing Account: Los Angeles House Hello, John Smith Logout

My Account Pay Bills Ways to Save Schedule/View Appointments Assistance Programs Manage Accounts Profile

My Gas Bill for account ending in 1234 (Los Angeles House)

Pending Payment Arrangement	Due 05/16	\$80.00	View Arrangement
Current Charge		\$27.50	Pay Bill
Total Amount	Due 05/16	\$118.57	View Bill
Last Payment received 04/26		\$80.00	Account Activity

[Go Paperless!](#) - Stop receiving paper bills

Notifications

- Your current bill is past due. [Pay bill now](#)
- Service Appointment scheduled 06/06/2011 [Check Status / Cancel](#)
- Your new Advanced Meter has been installed. [Learn about your new features and tools](#)
- Did you know: You can save time by scheduling your gas service online. [See all our online service options](#)

NEED HELP PAYING FOR YOUR BILL? Learn the many different ways to get help and support on paying for your Gas bill.

Schedule Your Services Online

- Start, Stop or Move my gas service
- Schedule a service appointment
- Extend Payment due date
- Payment Options
- » More online service options

Your Energy Profile

Average Energy Usage by Day-of-Week

Day	On Peak	Off Peak
Sun	~40	~40
Mon	~40	~40
Tue	~40	~40
Wed	~40	~40
Thu	~40	~40
Fri	~40	~40
Sat	~40	~40

Lowest usage day: 01/01/01
Highest usage day: 01/01/01
Low cost tips to reduce your energy usage


LOWER YOUR BILLS
By lowering your bills just 5% you could save a significant amount and help make a positive impact on the environment.

[Ways To Save](#)

Advanced Meter Load Analysis – mini-view from landing page (for customers with validated Advanced Meter)

Prompts to new "Ways to Save"/ "Analyze & Save" section

Draft
Future
Concept



Southern California Gas Company
A Sempra Energy utility*

Welcome to
My Account

Viewing Account: Los Angeles House

Hello, John Smith [Logout](#)

[My Account](#)
[Pay Bills](#)
[Analyze and Save](#)
[Schedule/View Appointments](#)
[Assistance Programs](#)
[Manage Accounts](#)
[Profile](#)

[My Energy Center](#)

[Analyze Bills](#)

Analyze Usage & Cost

- Hourly & Daily
- Monthly


My Home

Ways To Save

Energy Profile

My Energy Profile

11361 JORDAN PL, FONTANA, CA 92337



ZIP Code: 92337

Square Footage: 1375

Number of Occupants: 3

Heat: Gas


12% complete

📌 Your Energy Profile Add to My Energy Profile for more savings suggestions.

Neighborhood Comparison

My Home	\$745
Similar Homes	\$517
Most Energy Efficient Homes	\$333

📘 How do we calculate the chart?



We do mobile

Track Manage Save

go mobile ▶

Learn About Ways to Save

10% in savings could save you **\$110** per year

5%

10%


30%

[Set Your Goal](#)

[Start Saving](#)

My Energy Consumption

Model Estimates



Heating

Hot Water

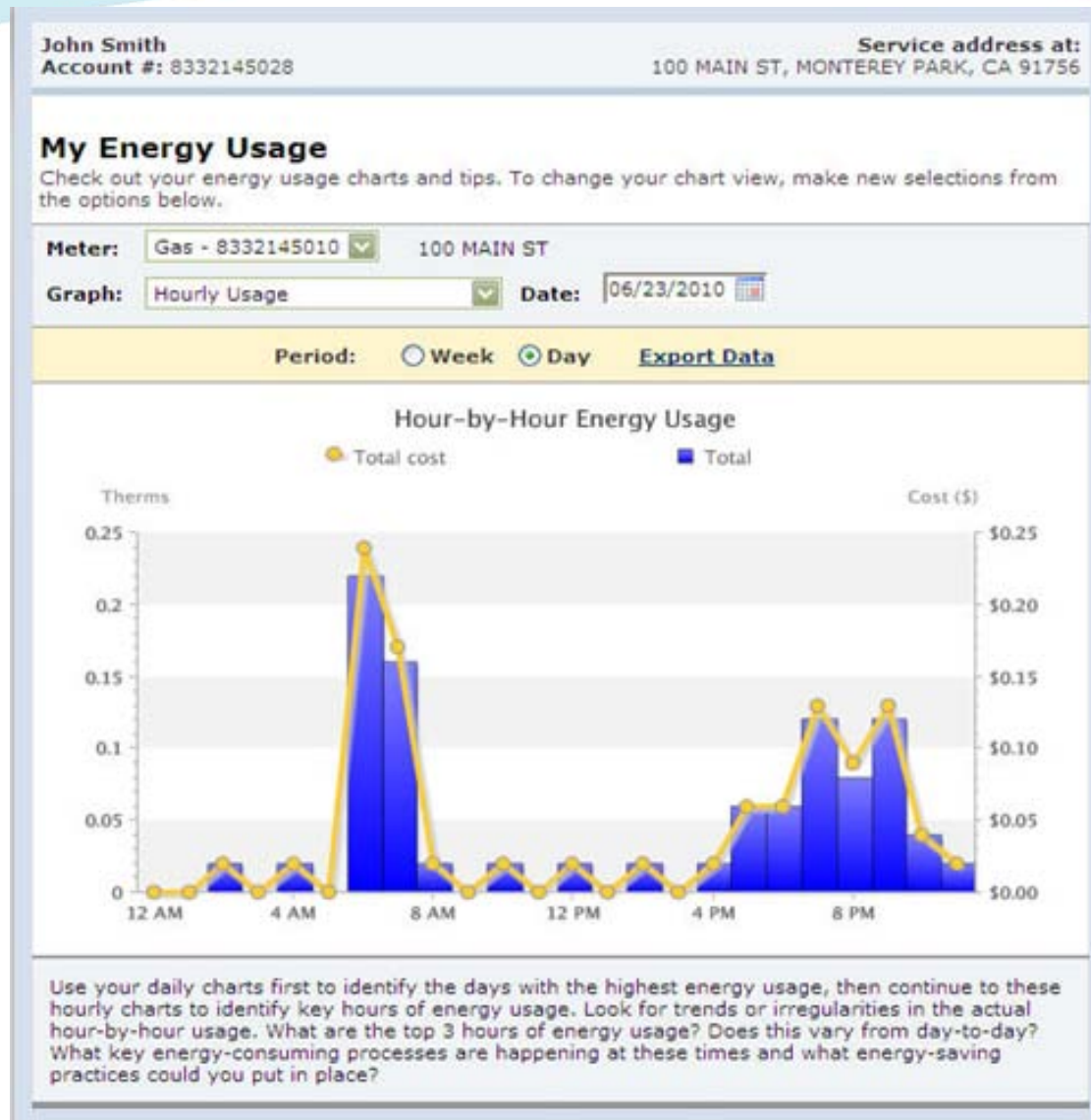
live green.
reduce your footprint

GO

[Contact Us](#) | [Terms and Conditions](#) | [Privacy Policy](#) | [About Your Energy](#)

Copyright © 2011 Aclara Software, Inc. All Rights Reserved.

Draft
Future
Concept



My Bill

Ways to Save

Energy Profile

Get into action and save!

Savings Goal: **10%**

Choose a strategy, and we'll recommend the best actions for saving money and energy.

Draft Future Concept

 <h3>One Choice</h3> <p>One change can make all the difference.</p> <p>Small fixes for big results</p> <p>Rebates for energy-smart choices</p> <p>GET STARTED</p>	 <h3>Family Saver</h3> <p>Learn. Play. Work together. And save!</p> <p>Kid-tested activities that can save you energy</p> <p>Become a sustainable family and earn points</p> <p>GET STARTED</p>	 <h3>Weekend Warrior</h3> <p>Creative, energy-saving ideas that you can do.</p> <p>Learn from local experts</p> <p>Join our DIY community</p> <p>GET STARTED</p>	 <h3>Earth Saver</h3> <p>Save energy. Save money. Save the earth.</p> <p>Most actions cost nothing</p> <p>Learn which actions have the biggest impact</p> <p>GET STARTED</p>
---	---	--	--

My Bill


Ways to Save

Energy Profile

Created on 7/2/2010

Weekend Warrior

[Change theme](#) Savings Goal: **10%**




Build Your Action Plan

Zero in on the actions that are right for you!

+ Customize your action plan by adding to your Energy Profile

0 of 11 actions selected. [Refine](#)

Select ☐


 Lower temperature of water heater

Up to **\$200**

Avg. yearly savings

[More Info](#)

Select ☐

 Install low flow shower heads


Up to **\$75**

REBATE

Avg. yearly savings

[More Info](#)

Select ☐

 Insulate hot water pipes

Up to **\$30**

Avg. yearly savings

[More Info](#)

[Create Action Plan](#)

**Draft
Future
Concept**

Draft Future Concept

Bill Analyzer CSR - Microsoft Internet Explorer provided by Sempra Energy

https://csrdev.energyguidedev.com/mainsummary.aspx

John Smith at 123 Street Name, City, State 12345 Close Session

Account Number: CustomerC12 **Bill Date:** 12/23/2010 **Service Address:** 123 Street Name, City, State 12345 **Meter Number:** 1234567

Summary | Monthly Usage and Cost | Meter Reading | Load Analysis | Home Appliances | Bill Wizard | Facts | Send Report

Quick Guide

- ☐ Billing Summary
- ☐ Change alerts
- ☐ Bill Wizard
- ☐ Send Report
- ☐ Web Site

High Bill Help

[Meter Reads:](#)

[Usage Increase:](#)

[Rate Changes:](#)

[Help:](#)

[Payment Options](#)

[See: Customer Payments](#)

[Payment Arrangements See:](#)

[Payment Extension Guidelines](#)

Bill Comparison | Compare with: Previous Month

Account | **Account Details**

Account #CustomerC12

Bill Dates:	12/23/2010	11/22/2010	Impact
Total Gas Charges	\$40.04	\$12.24	↑ \$27.80
Previous Balance	\$0.00	\$11.69	↓ \$11.69
Total Amount	\$51.97	\$23.93	↑ \$28.04

Bill Highlights

- Billing Period** ↑ \$4
- Rate Change** ↑ \$3
- Weather** ↑ \$11 - \$18

Bill History | Gas - 05733167

Bill Date	Billing Days	Gas Used (Therms)	Avg. Therms/Day	Total Gas Charges	Avg. \$/Day	Avg Daily Temp.	Heating Degree Days
8/23/2011	30	7.0	0.23	\$5.72	\$0.19	76	0
7/22/2011	30	7.0	0.23	\$5.62	\$0.19	76	0
6/22/2011	31	9.0	0.29	\$7.27	\$0.23	65	42
5/24/2011	29	15.0	0.52	\$11.86	\$0.41	64	80

Questions

- Determine schedule for TAP meeting

- **Lizette Verduzco**
Stakeholder Education & Outreach Manager
lverduzco@semprautilities.com or 213-244-4427
- **Advanced Meter webpage on SoCalGas.com:**
www.socalgas.com/advanced
- **General Project Email:**
advancedmeter@socalgas.com

Thank You!