



# Advanced Metering Infrastructure (AMI) Program Policies Update and PrePay Overview

Public Utility Board  
Reports of the Director  
May 27<sup>th</sup>, 2020



# ●●● Agenda

1. Updated Framework of Policy Packages
2. Updated Package 1 Policies
3. Timeline
4. PrePay Overview
  - History
  - Benefits
  - New Program
  - Future Elements

# Framework of Policy Packages

<b>Package 1</b>  <b>Spring 2020</b> <b>→ Prior to Initial Meter Deployment Area &amp; Testing</b>	<b>Package 2</b>  <b>Fall 2020</b> <b>→ Prior to Mass Meter Deployment</b>	<b>Package 3</b>  <b>Fall 2022</b> <b>→ Following Mass Meter Deployment</b>
AMI Essential Policy Changes – Initial Deployment Area Required TMC changes anticipated to be effective 9/1/2020	AMI Essential Policy Changes – Mass Deployment Required TMC changes anticipated to be effective 1/1/2021	AMI Policy Refinements & Potential Fee/Rate Changes TMC changes anticipated to be effective 1/1/2023
Non-AMI, Essential Policy Changes	Non-AMI, Non-Essential Policy Changes	TPU Policy Standardization & Formatting

# Package 1 Policies

<u>Policy/Procedure</u>	<u>Approval Level</u>
1. <b>Customer Services</b> Customer Service Policy	PUB
2. <b>Water</b> Customer Service Policy	PUB
3. <b>Tacoma Municipal Code (TMC)</b> , Title 12 – Utilities	City Council
4. <b>TPU</b> Customer Privacy Policy	PUB
5. <b>*Advanced Meter</b> Customer Side Repairs	PUB
6. <b>Tacoma Power</b> Staff Procedure A-7	Utilities Director

\*New policy or procedure

# Package 1 Policies - Summary

1. **Customer Services** Customer Service Policy
  - a. AMI Opt-Out Policy Language
  - b. PrePay Program Policy Language
2. **Water** Customer Service Policy
  - a. Virtual Disconnect/Reconnect Definition
  - b. Clarification of Customer Owned Pipe and Utility Owned Asset
  - c. Non-AMI, Essential Update: Critical Medical Condition Definition
3. **Tacoma Municipal Code (TMC), Title 12 – Utilities**
  - a. Electric Daily Demand Reset (changed from monthly)
  - b. Unauthorized Usage Clarification for Water Virtual Disconnect/Reconnect
  - c. Non-AMI, Essential Update: National Electric Code (NEC) 2020 Updates
4. **TPU Customer Privacy Policy**
5. **\*Advanced Meter** Customer Side Repairs
6. **Tacoma Power** Staff Procedure A-7
  - a. Allows for separately metered residential, domestic use, garages to be eligible for the Residential Service electric rate.

# Upcoming Target Dates

## **May 27<sup>th</sup> PUB Meeting**

### Detailed Policies Discussion

- PrePay Overview

## **June 10<sup>th</sup> PUB Meeting**

### Detailed Policies Discussion

- Opt-Out Review and Fee Recommendation
- Advanced Meter Customer Side Repairs

## **July (Tentative)**

### PUB Adoption of Package 1 Policies

## **August (Tentative)**

### City Council Adoption

- Adoption of Package 1 TMC Changes
- First and Second Council Readings

# PrePay History: PayGo

## PayGo: Pay as you go electric service

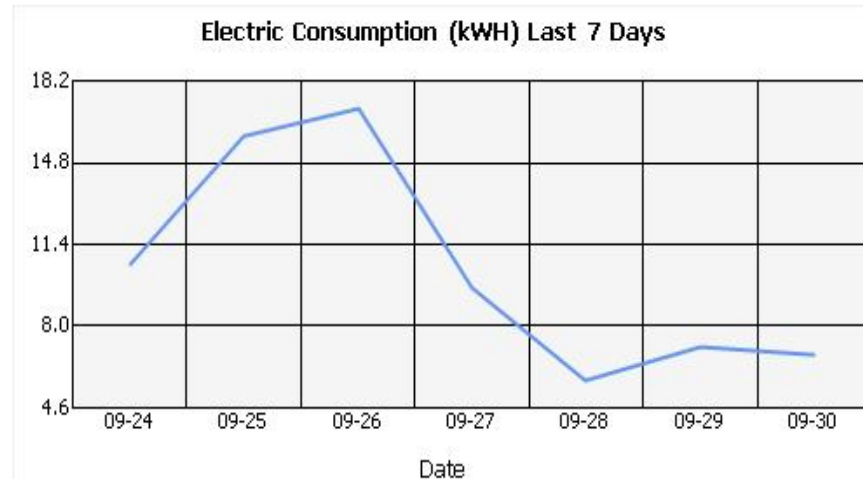
- 2005: Internal employee pilot
- 2006: Offered pilot to external customers
- 2019: PayGo pilot system was decommissioned
- TPU was one of the first utilities to offer remote pay programs (IVR – interactive voice response, Pay Boxes, mail, online, etc.)
- PayGo had over 1,400 customers at its peak
- Disconnections only occurred 8am-8pm M-F, no disconnections on holidays
- Customer could set alert levels for notification of funds



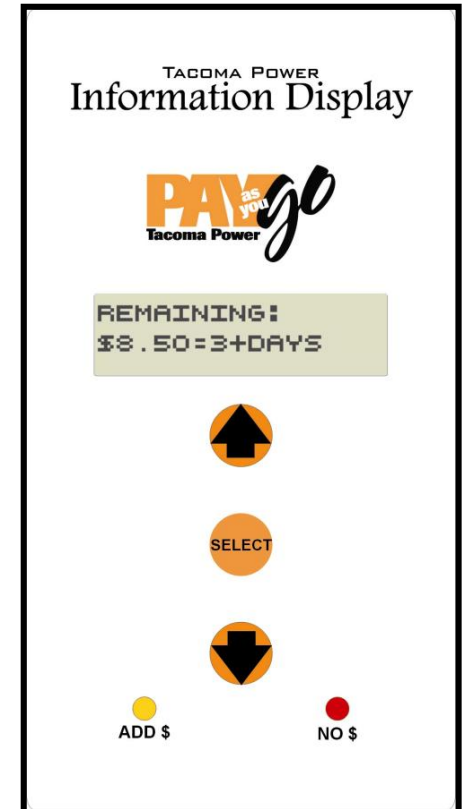
# PrePay History: PayGo

- In-home display – hourly updates
  - Yesterday's Use
  - Last 7 Days
  - Last 30 Days
  - Amount Remaining
  - Date and amount of last payment
  - Low balance reminder, email & text
- Web site view of usage and balance
- Automated phone system – 24/7
- Cardless system

YOUR ELECTRIC CONSUMPTION THIS WEEK



When	KWH	Est \$
09-24	10.599	0.74
09-25	15.876	1.11
09-26	17.078	1.20
09-27	9.582	0.67
09-28	5.730	0.40
09-29	7.157	0.50
09-30	6.778	0.47
<b>Total</b>	<b>72.800</b>	<b>5.09</b>





# PrePay: Benefits

- No security deposit
- Zero interest installment plan – automatic debt repayment
- Tools to manage energy and bills
  - Monitor usage
  - Alerts
  - Identify malfunctioning appliances/equipment
- Benefits from pledge assistance
  - Internal
  - External (community partners valued lower bill amounts)
- Energy education for the whole family



Similar to smart thermostats, PrePay is an opportunity for energy education.

# PrePay: New Program

*Draft Policy Discussion*

**When:** 2021 - 2022

**What:** New PrePay program similar to PayGo

- Utilizes features of advanced metering
- Modifications/updates to fit new systems

***PrePay***



# PrePay: New Program

## PrePay Provisions:

- Residential electric service customers
  - Utilizes advanced electric meter's remote disconnect/reconnect capability
- No households on life support
- TPU can implement global holds to prevent disconnects (e.g. inclement weather, emergencies)
- Daily updates of energy usage
- Low balance reminders and usage alerts
  - Disconnections only scheduled 8:30 am-3:00 pm M-F, no disconnections on holidays
  - Service reconnected automatically upon sufficient payment, 24/7 and 365 days per year
  - Service converted to standard invoicing, if connection not restored within 10 days
- PrePay customers receive statements itemizing account activity (instead of invoices)



# PrePay: Future Elements

## Customer Communication Strategy

- Advertising campaign
- Potential pre-registration list

## Web Portal Enhancements

- Online and Mobile Access
- Online sign-up

