



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

Public Utility Board
Reports of the Director
May 27th, 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

Package 1 Spring 2020 → Prior to Initial Meter Deployment Area & Testing	Package 2 Fall 2020 → Prior to Mass Meter Deployment	Package 3 Fall 2022 → Following Mass Meter Deployment
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. Customer Services Customer Service Policy	PUB
2. Water Customer Service Policy	PUB
3. Tacoma Municipal Code (TMC) , Title 12 – Utilities	City Council
4. TPU Customer Privacy Policy	PUB
5. *Advanced Meter Customer Side Repairs	PUB
6. Tacoma Power 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 27th PUB Meeting

Detailed Policies Discussion

- PrePay Overview

June 10th PUB Meeting

Detailed Policies Discussion

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

June 24th PUB Meeting

PUB Adoption of Package 1 Policies

July 21st & July 28th City Council

City Council Adoption

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

PrePay History: PayGo

PayGo: Pay as you go electric service

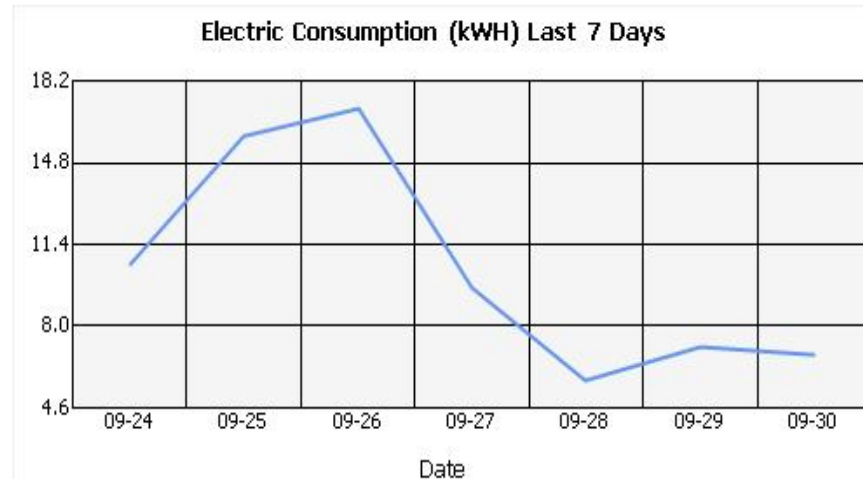
- 2005: Internal employee pilot
- 2006: Offered pilot to external customers
- 2019: PayGo pilot system was decommissioned
- TPU was one of the first utilities to offer remote pay programs (IVR – interactive voice response, Pay Boxes, mail, online, etc.)
- PayGo had over 1,400 customers at its peak
-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



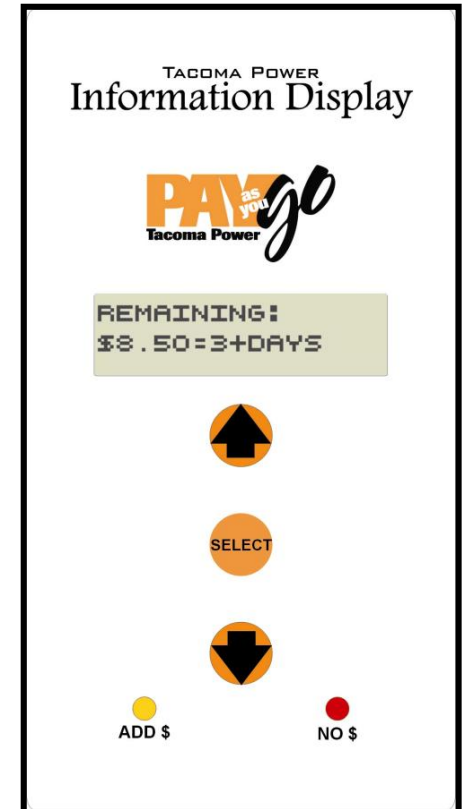
PrePay History: PayGo

- 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
Total	72.800	5.09



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

