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An Exelon Company

# **AMI Customer Service Project**

September 21, 2016

# AMI Customer Service Project

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## AMI Deployment Team

- Works towards safe and quality smart meter installations for ComEd customers
- Engages customers during the installation process through door knocks and cards
- Customers who have received a smart meter are 91% satisfied with the meter installation process (*Blackstone Group Survey Results through 4Q 2015*)
- ComEd operating out of 4 Cross Docks currently and installing smart meters in every region
- 75% of technicians are ComEd employees
- Our installer contractor, Corix Utilities, has consistently contributed to our success over three years
- All SET's, ET's and Upgrades fully trained in SRP to support customer restoration efforts

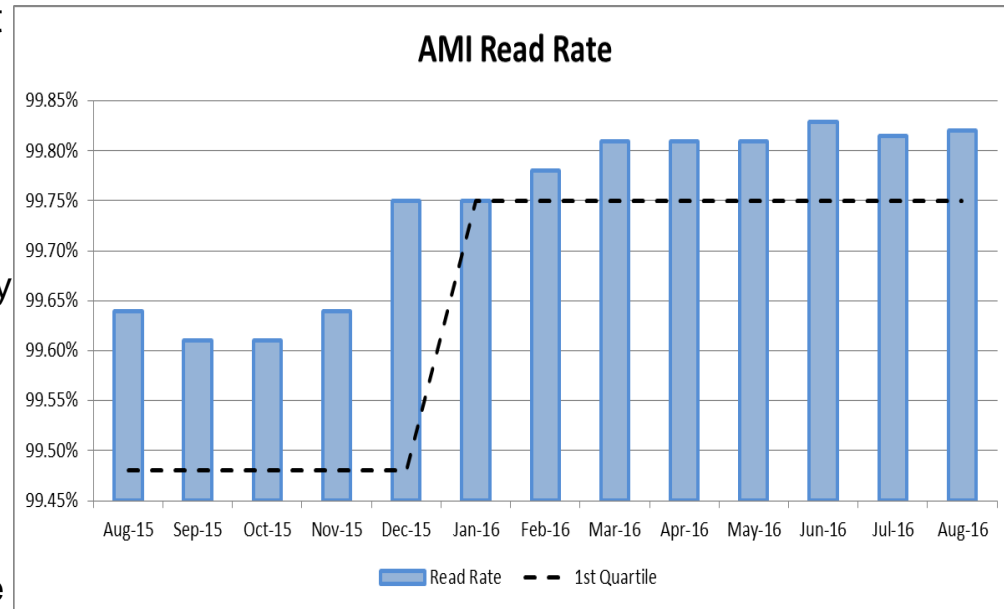


## AMI Electrical Contractors

- ComEd's smart meter program continues to seek opportunities to go above and beyond customer expectations
- In consideration of concerns over the condition of the existing meter fitting, ComEd's installation process includes an in-depth inspection of each fitting as well as maintaining licensed union electricians on standby
- If installers identify the need for repairs to the meter fitting, they will coordinate with electricians to resolve the issue prior to installing the smart meter
- Because these meter fittings are customer-owned equipment, customers would normally be required to hire and pay for their own electrician for these repairs
- ComEd found this as an opportunity to improve the smart meter customer experience and these repairs are now included as part of the ICC-approved deployment plan
- As a result, these repairs are made at no direct cost to the customer.



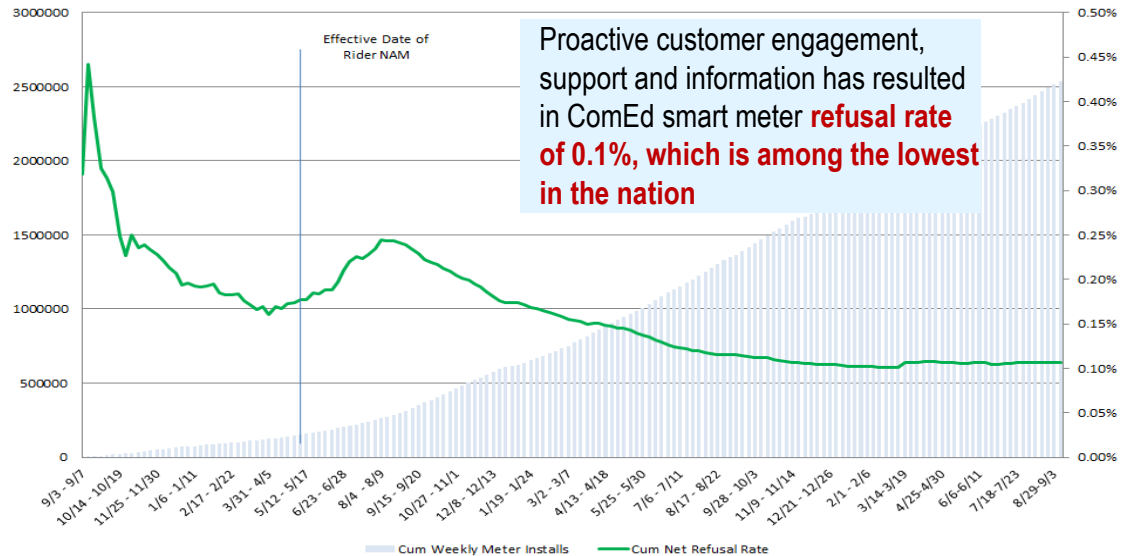
- 2016 year-to-date read rate through August is 99.81%
- Analyze smart meter data to provide:
  - ✓ Accurate meter reads to ensure timely billing based off of actual usage
  - ✓ Monitoring of meter alerts and data to identify abnormal conditions
  - ✓ Includes advanced analytics of meter temperatures to identify deteriorated customer equipment
- Monitor & maintain AMI network & devices
  - ✓ Complimented by IT and SSN monitoring the field network devices
- Test head-end system upgrades, meter programs and firmware before implementing in production
- Ensure meters are communicating with mesh, properly configured in all systems and certified so they no longer require a manual read
- Lead AMR to AMI meter conversions and maintain AMR network and meters
  - ✓ Through August 2016, 3,094 or 48% of AMR meters have been converted to AMI
- Provide input and oversight of current and proposed Smart Grid initiatives to identify concerns and prevent negative impacts to the AMI Network



# AMI Customer Experience

## Dedicated AMI Customer Care Center

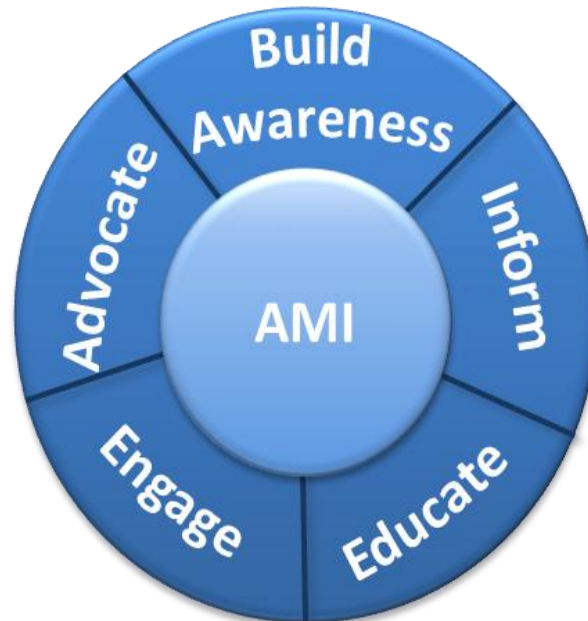
- Educate and Inform ComEd customers about smart meters and their benefits
- Schedule customer appointments for smart meter installations
- Handle ComEd customer smart meter confirmations
- Address smart meter refusals and customer concerns



## Outreach and Support

- Partner with ComEd External Affairs to present at every town hall & city council meeting for every municipality before installation of smart meters
- Support ComEd Marketing and other internal stakeholders in strategic local events with knowledge and resources
- Handle all escalated customer issues and concerns regarding smart meters and the smart meter program
- Administer Rider NAM (Non-AMI Meter) regulatory commitments
- Engage with ComEd customers who have refused smart meters to provide further knowledge, education and information with the goal to convert
- Manage customer refusals, including tracking, trending and reporting

ComEd built an integrated, staged messaging strategy that delivers appropriate information to all customers as they move through five stages of the communications process



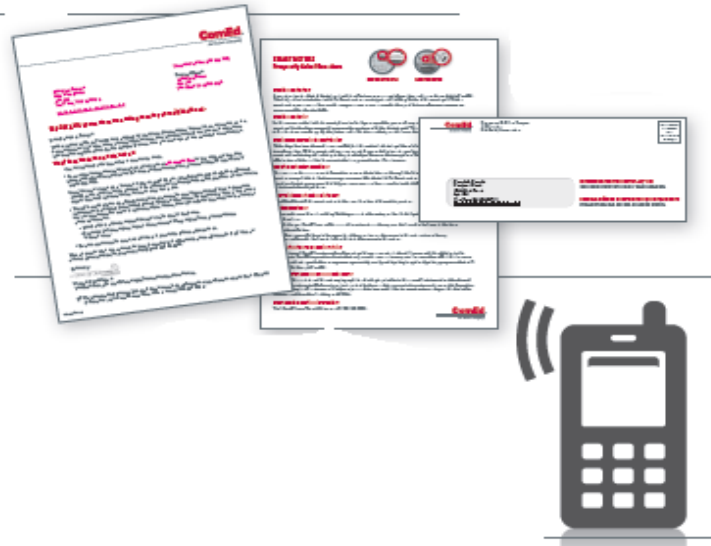
## ▪ Build Awareness

- ✓ ComEd launches an advertising campaign consisting of ads on radio, CTA rail, online, Facebook, billboards and targeted emails
- ✓ Customers who are 120 to 60 days from installation receive an insert in their bills as well as a postcard that focuses on the meter benefits and serves as a notification that smart meters will soon be installed in their area
- ✓ Customer Experience Department, and External Affairs Managers engage with municipal and village officials to build awareness through public forums



## ▪ Inform

- ✓ Customers who are 45 to 7 days from installation receive two communications to prepare them for their smart meter
- ✓ The 1<sup>st</sup> communication is the pre-installation letter, which notifies the customer of what to expect on the day of installation
- ✓ The second communication is an automated phone call, which notifies the customer that ComEd will install the smart meter at their home within the next 10 days



# Customer Education and Outreach

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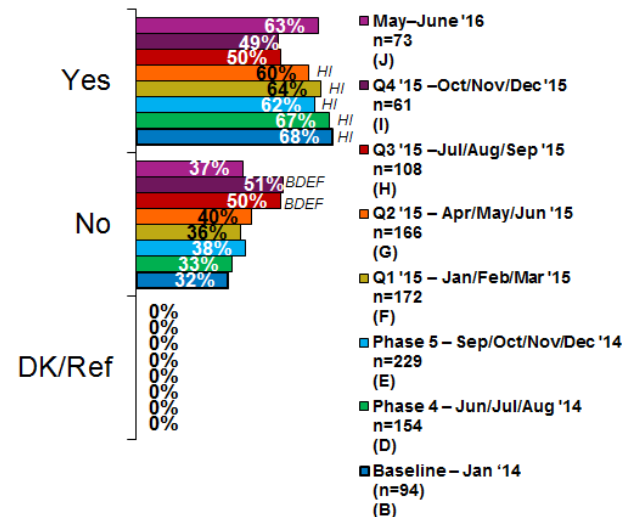
## • Educate

- ✓ Ensure customers understand how to manage their electricity usage using the information that smart meters provide
- ✓ On the day of installation, ComEd technicians are trained to knock on doors and engage with every customer that may have a question
- ✓ According to the latest Blackstone Group's Smart Meter Installation Satisfaction survey, 99% of customers were satisfied with the door knock, and 91% of customers were satisfied with the entire installation process



### Whether Technician Handed Information or Later Found Information on Door Handle

(If respondent answered door knock)



B/C/D/E/F/G/H/I/J indicate significant differences.

## • Engage

- ✓ Starts 30 days after smart meter installation
- ✓ Customers receive mailers designed to engage them into taking advantage of the energy-management tools and programs available
- ✓ Mailers include overviews of My Account, which provides customers with tools to help manage electricity usage, and ComEd's two optional pricing programs: Peak Time Savings (PTS) and Hourly Pricing

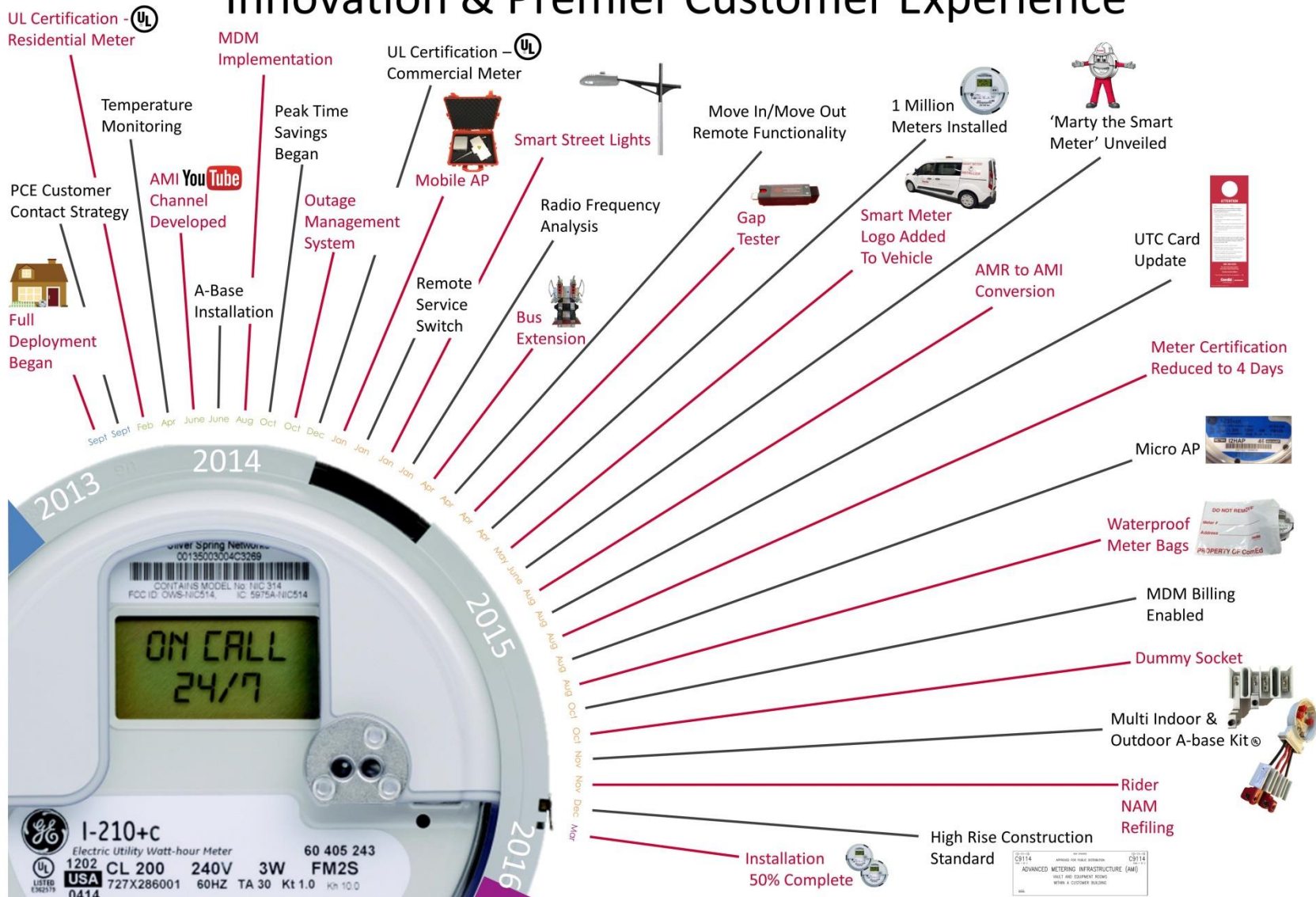


## ▪ Advocate

- ✓ The final stage is to create smart meter advocates out of ComEd customers and local officials through continued collaboration within communities
- ✓ 60 days after the installation of smart meters, customers receive more detailed information about Hourly Pricing and PTS
  - Hourly Pricing program is an innovative supply option that gives participants access to the hourly market price of electricity with no mark-up
  - PTS provides customers with a credit on their electric bills for voluntarily using less electricity when it is most in demand
- ✓ ComEd also partners with schools in smart meter deployment areas to bring smart meter and energy-management education to students
  - ComEd's Student Power program provides teachers with new tools that empower students to use smart meter information to track and manage electricity use at school and home
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## AMI: A History of Safety, Innovation & Premier Customer Experience



**ComEd**®

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**powering lives**