

Voice of the Customer

Mike Lowe, SRP Executive (retired)



Smart Meters

Leaner, Greener, and More Customer-Centric

Michael Lowe

Deputy General Manager &
Chief Customer Executive
Salt River Project
(Retired)

Substantial Cost Savings from Automation of Meter Reading



Salt River Project (Tempe, Arizona, USA) Case Study:



Reduction of 5 meter readers and 1 field technician for every 50,000 smart meters deployed

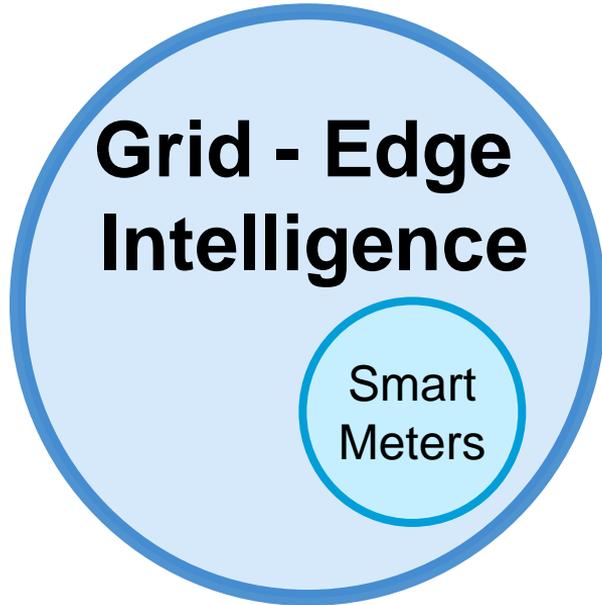


\$17 million
annual savings at full deployment of 1 million meters

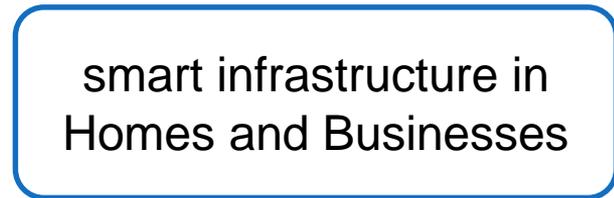


\$140,000
annual savings for each position eliminated

Smart Meters Much More than Automated Reads

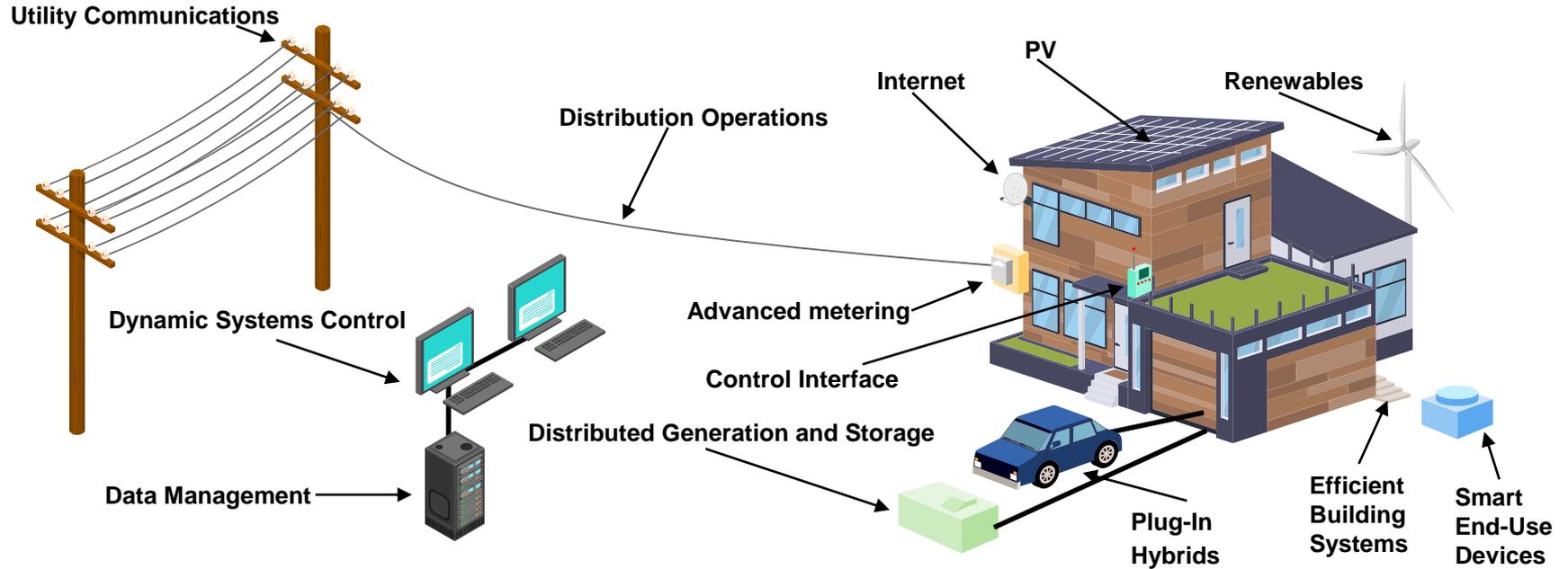


Grid - Edge Intelligence
enables a revolutionary level of
precision in management of the grid

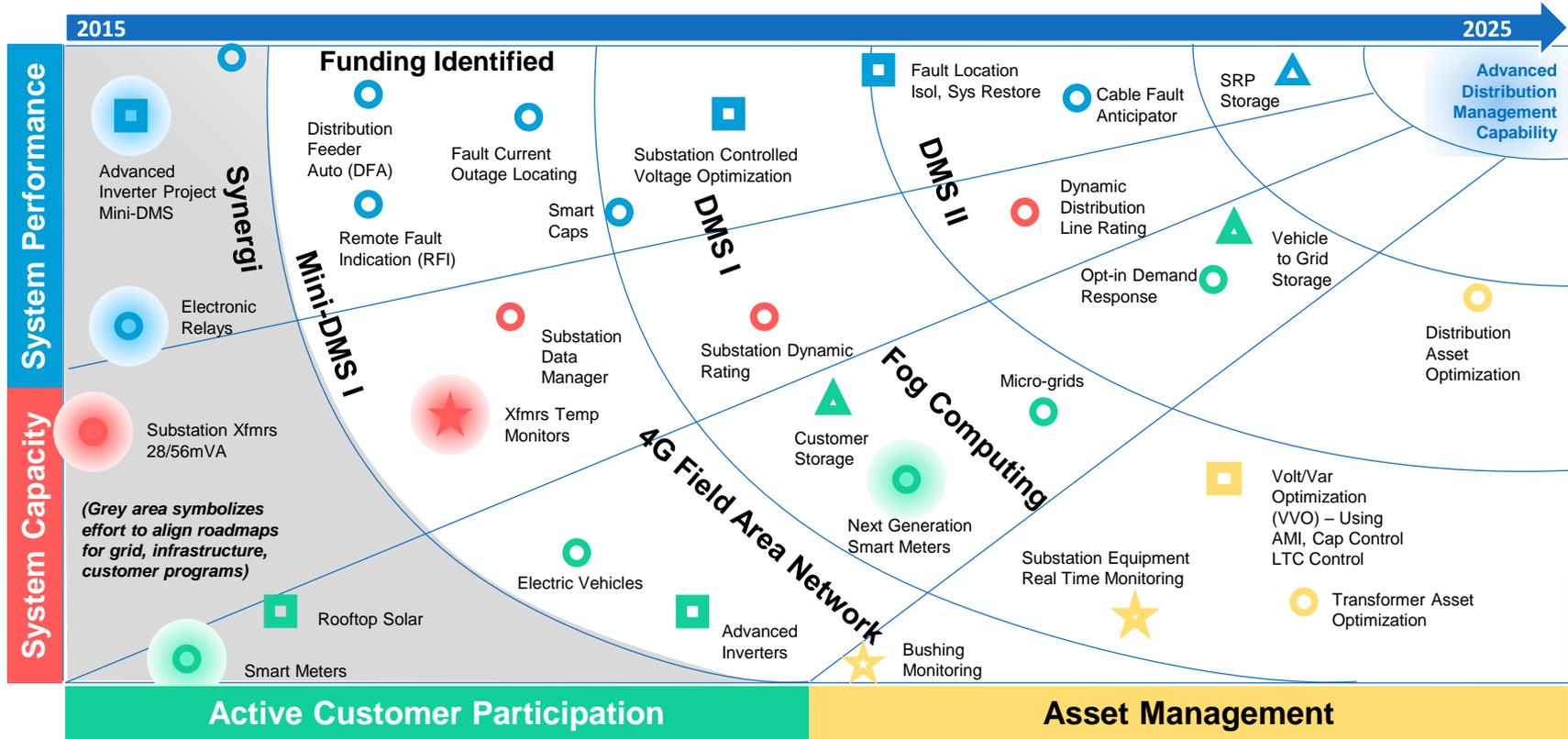


The New Eco-System

Smart Grid Electricity Infrastructure



Grid Modernization Plan



Many Benefits from AMI (1/2)

- **“Big data”**

- Daily reading of each meter results in immediate labor savings
- Interval AND scalar measurements
- Measurement of usage AND customer-generation
 - **Customers who choose their bill due date are among the most satisfied with a utility’s overall billing and payment process**

- **Remote disconnect switch**

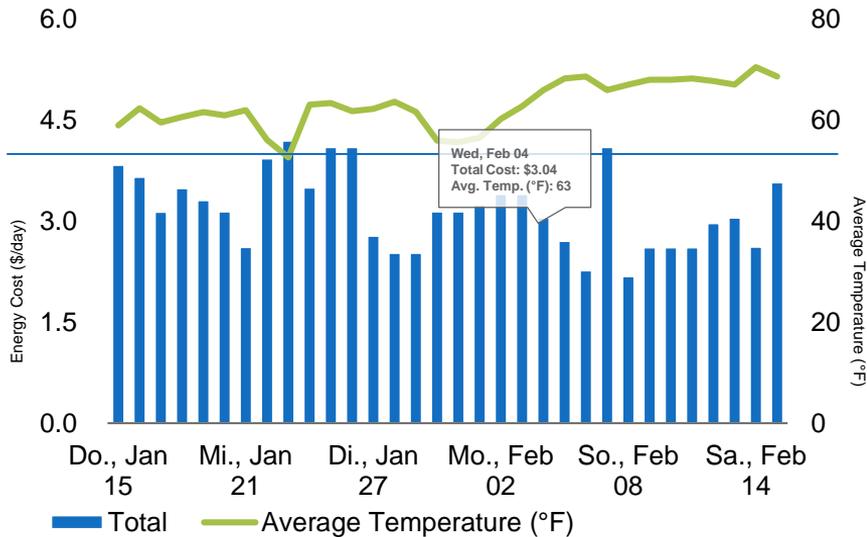
- Avoids truck “rolls” for turn-ons / turn-offs / disconnections for non-payment
 - **SRP avoids 300,000 truck rolls per year**

Many Benefits from AMI (2/2)

- **Voltage measurement**
- **Tamper detection**
- **Outage identification**
- **Support for “load shaping” to reduce cost and carbon-intensity of energy supply**

Customers Want Help To Manage Their Usage

Information Makes Electricity Tangible

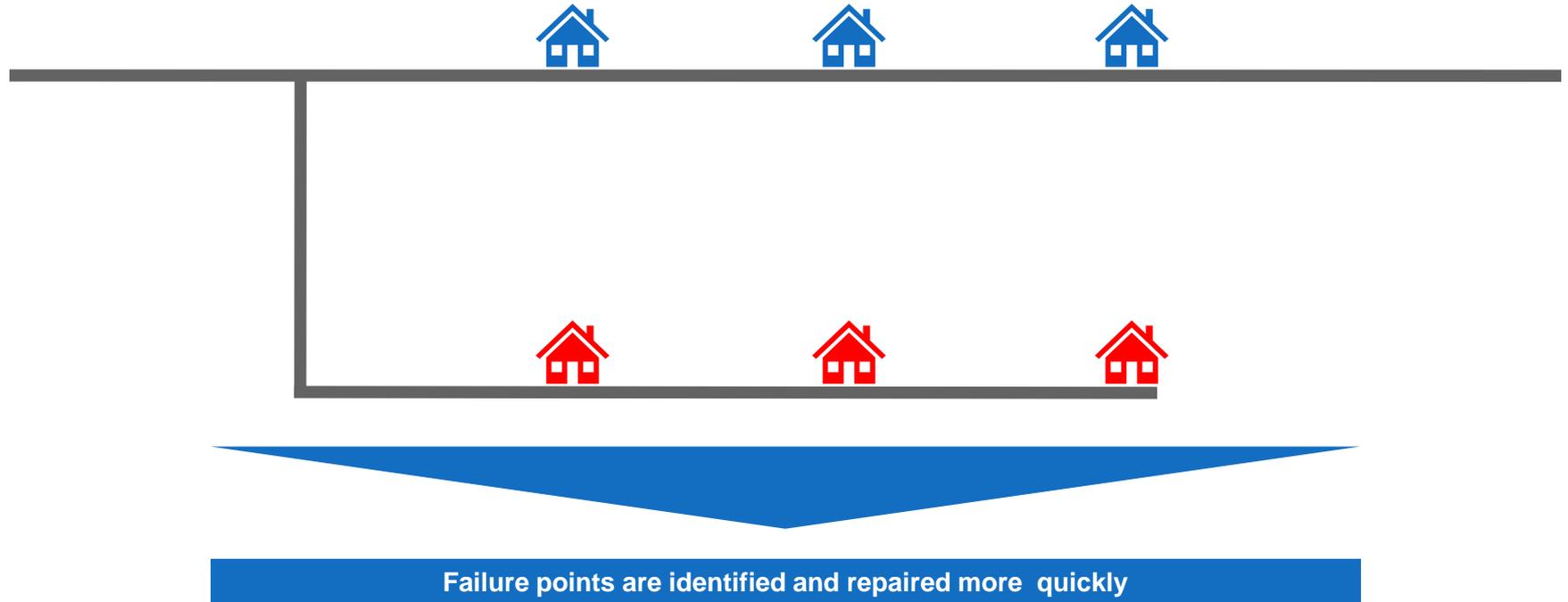


SRP POWER now

Bill projection for July is \$280.00 for account 5006 (based on power usage through July 27, 2017)

Slide to open

Utilities No Longer Dependent on Customers to Report Power Outages



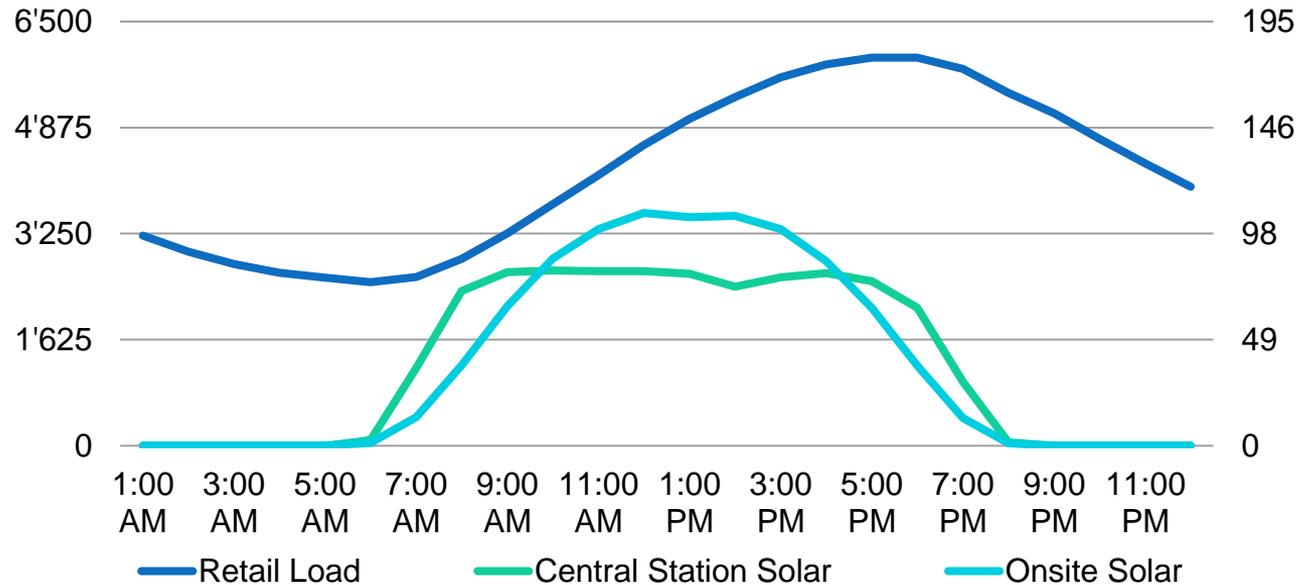
 Meter with power  Meter without power

Need for Load Shaping in a Desert Territory

- Solar output peaks before system load

Retail Load vs. Solar Generation

June 18, 2016

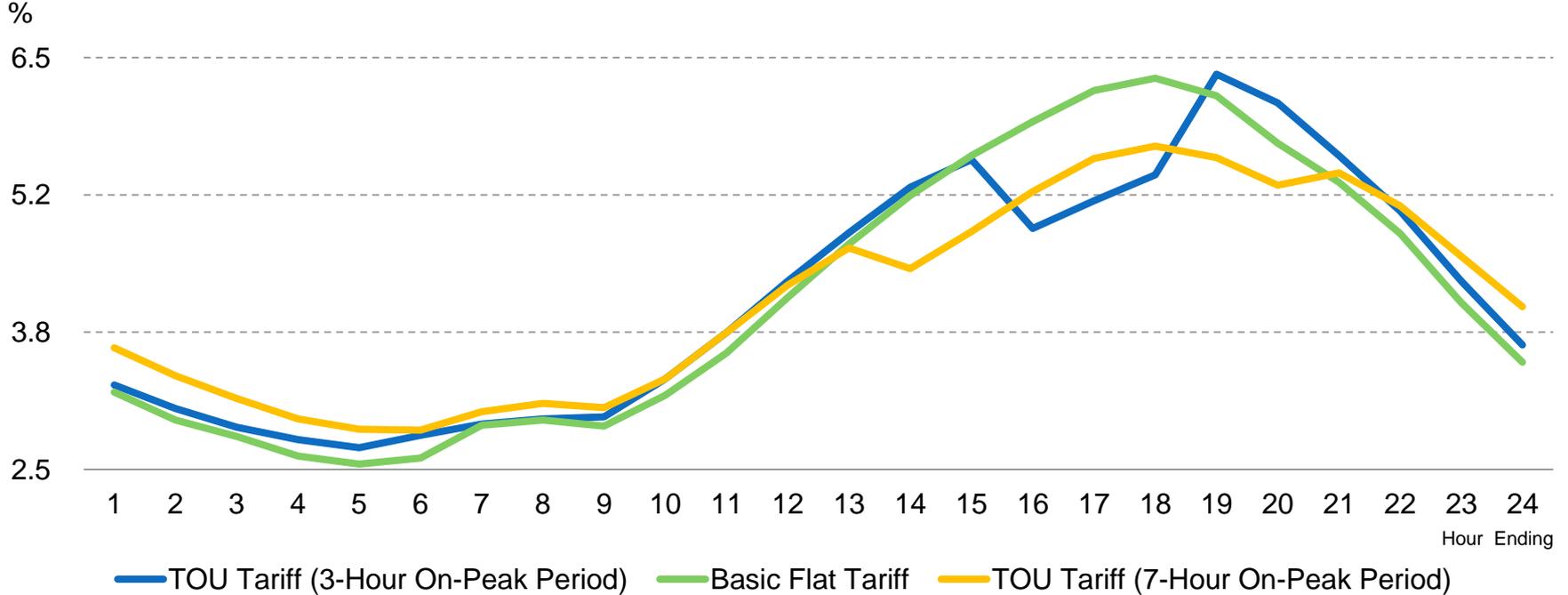


Load Shaping Delivered by Smart Meters

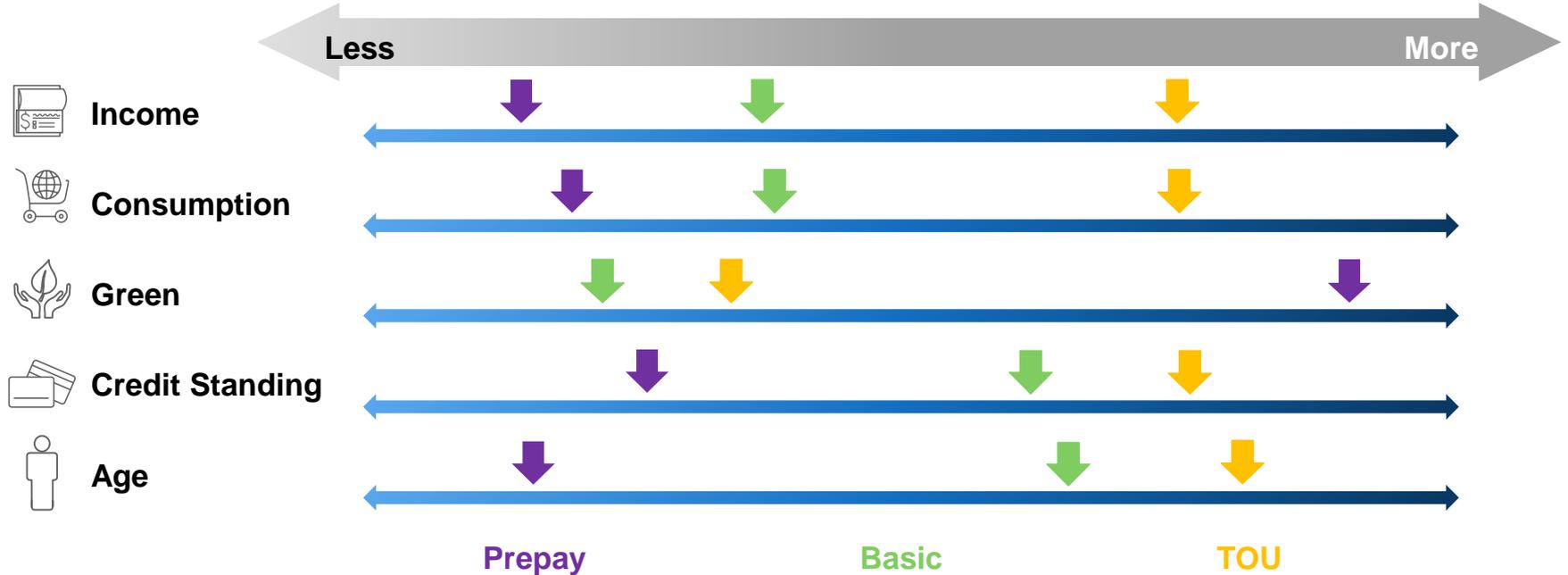


Multiple Tariff Options on a Single Smart Meter Platform Help to Shape Load

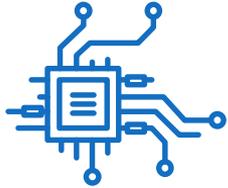
Percentage of Total Daily Usage



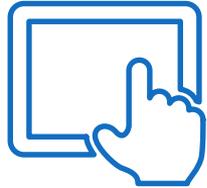
Tariff Options Appeal to the Unique Needs of Customers



Smart Meters Much More than Automated Reads



A critical component in the evolution of grid edge intelligence



Interact with smart infrastructure in Homes and Businesses



Enable new services for customer convenience and bill control



Improve customer satisfaction