



Always There.

Key Points about CenterPoint Energy's advanced metering system

Deployment facts

- 2,283,012 advanced digital meters installed between Feb. 28, 2009 and Aug. 31, 2012
- 99.99% scheduled meters successfully deployed – all but 38
- Built proprietary telecommunications with public carrier backup: 5,434 cell relays, 140 TOPs
- MDM processes 219⁺ meter reads per day, obtained 99.5% register reads, 98.2% interval reads
- 97% electronic service orders: 4,073,075 from Aug. '09- Sept. '12; average completion < 30 min.
- \$200 mm SGIG grant from DOE (one of 6 in U.S.) reduced surcharge from 12 years to 6. It is now scheduled to end in December 2014.

Benefits achieved

- Remote reads = more privacy, on-demand reads, 80% fewer estimated reads
- Easier, faster, cheaper service (move-ins/-outs) from remote 4 million service orders
 - 30-minute transactions, extension of service hours (16) and days (6 – Mon - Sat)
 - Elimination of (\$5-14) fees for standard/priority move-ins, re-reads, out-of-cycle reads
 - Projected \$41,533,333 savings directly to consumers in 2012
- Environmental benefits from remote meter reading and service orders
 - 293,517 gallons gas saved per year = gas saved by 781 commuters staying home
 - 2,583 tons of CO² prevented/yr = emissions from powering 215 homes/yr from coal
- New products/services REPs now offer pre-paid service, time of use rates, energy analysis tools
- Energy efficiency & savings encouraged by more frequent, detailed consumption
 - > 600,000 Texans get usage data from SmartMeterTexas.com directly or from REP
 - 14,928 Texans get near-real time data from IHDs
 - 71% of 300 in CNP pilot changed usage, 93% satisfied, 80% recommend IHDs
 - Top 10% of 374 contestants in 2011 BES contest saved average 26%, winner = 36%
- Future benefits: automatic outage notification and consumer monitoring and control via HANs

Consumer education

- March 2009 – present, began mass advertising April 2010
- TV, radio, Web, billboards, movie trailers, truck decals, community events, online chats, press events, news releases, op/ed pieces, door hangers, brochures, newsletters, ... and more
- Awareness from 40% in '09 to 77% in '11, approval of CNP smart meters = 80%, disapproval 6%

Myths busted

- Health concerns – RF from AMS is less than TV and remotes, cell phones, Bluetooth, cordless phones, laptops, WiFi routers, wireless smoke detectors, microwave ovens, garage openers, remote car keys, hair dryers and baby monitors
- Accuracy/high bills – Navigant showed AMS meters more accurate than electromechanical
- Data privacy/control – by Texas law, data belongs to consumer; DR programs are optional
- Security – AMS is a private network following security protocols of banking, defense industries
- Fires – no fires in Houston have been shown to be caused by AMS, sparking can result from replacing electromechanical meters.



**CenterPoint
Energy**

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