

# NC Sustainable Energy Conference



## Smart Grid: Its Not About the Meter

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## So, What is it About?



- It is about generation, transmission and distribution... it's about utility operations.
- Confluence of **people**, **technology**, **economics** and **public policy**.



## Suppliers Using Technology



- It's about the wires
- Distribution Automation
  - Biggest payback for the lowest cost
  - Accomplishes Grid modernization
- Voltage Conservation

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## Reducing Consumer Use



- It's about information
- **First it has to be about education**
- Our industry has more work to do to educate the consumer about energy -- generation, transmission and distribution

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## If We Don't Do the Education...



New "Smart" Meters Have Security Holes (AP News Wire) March 27, 2010

PGE's Smart Meters Cause Controversy (Oregon Journal) Feb 17, 2010

Smart Meters are Not Hacker Proof (Houston Chronicle) March 27, 2010

Smart Meters Overcharge Customers (Houston News) March 25, 2010

Smart Meter Complaints Reach Lawmakers (Dallas news) March 4, 2010

Smart Power Meters? Well Sure, Someday. (Baltimore Sun) March 14, 2010

Oncor Faces Class Action Suit Over Smart Meters (Dallas news) March 26, 2010

Smart Meter Blows Up at Business (Bakersfield News) Nov 12, 2009

Smart Meter, Dumb Idea? (WSJ) April 27, 2010

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## Consumer Don't Know



- Time of Use
- kWh
- Demand
- Peak load

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## Raise Customer Awareness



- If the customer is informed then technology can be applied effectively
  - In home displays
  - Smart thermostat (PCTs)
  - Prepay
  - Time based pricing structures



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## Push the Information



- Technology is great but energy is a back-of-mind commodity
  - Flip the switch, lights come on
- Use technology to deliver the message
  - Text
  - Email
  - Web portal



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## Impact of Technology



- Brattle Group study\*
  - TOU
  - CPP
- About 5% greater impact on TOU
  - Out of a total impact of 18%
- About 13% greater impact on CPP
  - Out of an average total impact of 30%

\* CREATING VALUE THROUGH DEMAND RESPONSE, October 23rd, 2008

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## Use of Technology with Consumers



- When the smoke clears from the SGIG efforts, technology will likely be paced by the consumer rate of adoption

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## Reducing Use With Technology



- The short-term smart money
  - Its about the wires
  - Distribution Automation
- Consumers
  - Educate them
  - Arm them with the info
  - Adopt to changing desires



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# THANK YOU

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