

# 05/23/2014 -WORKING GROUP 1-CUSTOMER ENGAGEMENT

## MEETING 2 – DRAFT MEETING MINUTES

### ADMINISTRATIVE

- Roll Call
- Regular Meetings will be held on Fridays from 10am-12pm.
  - Staff proposes a few in person meetings which will be open to all and include a conference number for Parties unable to attend – details will follow.
  - As always, Staff encourages participants who voiced their opinion, or did not voice their opinion on the call but nonetheless would like to weigh in, to email [LuAnn.Scherer@dps.ny.gov](mailto:LuAnn.Scherer@dps.ny.gov) with their comments.
    - If Parties are unsure if they are on one or both WG email lists please email:
      - WG 1 – [Tammy.Mitchell@dps.ny.gov](mailto:Tammy.Mitchell@dps.ny.gov)
      - WG 2 – [Michael.Rieder@dps.ny.gov](mailto:Michael.Rieder@dps.ny.gov)
- Staff reminds Parties to officially sign up as a part in the REV proceeding in order to receive all notifications.

### CONTENT

- Primary agenda for this meeting was to discuss the barriers to customer engagement as compiled by the sub-groups organized by interest (i.e. Utilities, ESCOs, etc.)
- Staff is interested in the current status of Time-of-Use (TOU) rates in place and enrollment levels. Parties informally responded, and Staff will issue data requests with a timetable for relevant Parties to provide this information.
  - Parties are also aware that the ability of ESCOs to provide TOU rates depends on the type of meter and Utilities' ability to bill appropriately for consolidated billing.
  - A separate but related issued of customer data access was also discussed. Although issues related to data and data access is currently being addressed in a separate proceeding, it behooves this group to indentify issues related to data access and granularity. As such, Staff will address this issue and will provide details at a later date.
- Parties identified issues related to master meters and sub-meters for larger residential buildings. Parties are concerned that sub-meters do not support TOU rate structures and that certain regulatory barriers surrounding sub-meters would have to be addressed.
- Parties stress that when talking about data, there is objective and subjective information regarding customers and their behavior and both are relevant to customer engagement.
- Parties suggested that Staff look at spending priorities especially as they relate to AMI deployment.

- Utilities contend that they are constrained by funding and timing to get approval for certain pilot programs.
  - In addition, rate structures are focused on T&D projects and not CIS improvements.
    - Customer management systems should be more focused on what customers demanding and be flexible enough to meet those needs.
  - Staff has reiterated that this group will be addressing scenarios with and without large scale AMI deployment.
- Parties brought up the need to delineate what issues the PSC can address and which issues reside with the NYISO.
  - For example, DR programs under NYISO have had a number of changes in the rules.
  - The Markets and Pricing group will be handling wholesale issues as they relate to PSC/NYISO conflicts.
- Parties are concerned that collecting certain bill item (SBC, RPS, EEPS) surcharges on a per kWh basis sends the wrong price signals and in-depth cost studies were never conducted.
- Parties insisted that the cost/benefit of products be simple and transparent for customers.
  - Similarly, the ability to pay for services (i.e. low income customers) and the fact that for many their utility bills constitute a relatively small portion of their overall budgets makes engagement difficult.
- Parties again brought up the need for clarification regarding customer data and availability mentioned previously.
  - For each level of data granularity, Staff is interested in the types of products, protocols, EDI availability, meter reading schedules, and etc. Specific questions are forthcoming.
- Parties agreed that a successful program is ultimately directed at end use customers whom benefit greatly when there are simple, transparent, and targeted programs not unnecessarily limited by outdated tariff language or prior rulings.