

11-10007

Public Utilities Commission of Nevada

Electronic Filing

Submitted: 1/23/2012 4:49:16 PM

Reference: bda915e2-b139-45bc-9c8d-5db302e03f7f

Filed For: NPC

In accordance with NRS Chapter 719,  
this filing has been electronically signed and filed  
by: /s Connie Silveira

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By electronically filing the document(s),  
the filer attests to the authenticity of the electronic signature(s) contained therein.

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This filing has been electronically filed and deemed to be signed by an authorized agent or  
representative of the signer(s) and  
NPC



January 23, 2012

Breanne Potter  
Assistant Commission Secretary  
PUBLIC UTILITIES COMMISSION OF NEVADA  
1150 E. William Street  
Carson City, NV 89701-3109

**ELECTRONIC FILING**

Re: Docket Nos. 11-10007; Compliance Filing

Dear Ms. Potter:

This letter and the attachments constitute the compliance filing of Nevada Power Company d/b/a NV Energy ("Nevada Power") and Sierra Pacific Power Company d/b/a NV Energy ("Sierra Pacific" and, together with Nevada Power, "NV Energy") required by the Interim Order (the "Interim Order") issued by the Public Utilities Commission of Nevada (the "Commission") in this docket on January 12, 2012. The Interim Order requires NV Energy to file:

with the Commission in this docket a media plan, outreach event schedule, smart meter deployment schedule to the extent currently available, Scope Services training report addressing customer communications, NV Energy field employee training report addressing meter exchange procedures, NV Energy customer service representative training report addressing the postponement list, and telephone numbers for the Resolution Centers in Northern and Southern Nevada.

Paragraph 11 of the Interim Order also lists several actions that NV Energy agreed to undertake to enhance customer service associated with the NV Energize program. Paragraphs 13 through 16 of the Interim Order provide specific instructions to NV Energy, directing the company to take specific steps to improve the NV Energize program. This letter provides the information requested by the Commission and documents NV Energy's commitment to the continuous improvement of its smart meter and smart grid program.

Turning first to the resolution center, NV Energy has established separate dedicated NV Energize teams to provide additional information and customer service in Northern and Southern Nevada. The phone numbers for the northern and southern resolution centers are: 1.888.559.9744 and 702.402.4273, respectively. These numbers are available on the NV Energize website.<sup>1</sup>

NV Energy took several steps to comply with the Interim Order as it relates to the postponement list. First, NV Energy modified the NV Energize website to include information about the

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<sup>1</sup> See Attachment 1.

postponement list.<sup>2</sup> Second, NV Energy provided specific training to customer service representatives regarding the smart meter installation process and the postponement list. In Northern Nevada, all customer service representatives received training regarding the smart meter program,<sup>3</sup> six customer service representatives (level 1 representatives) received specialized training relating to the smart meter program and the postponement list,<sup>4</sup> and two representatives (level 2 representatives) who work in the resolution center are receiving even more specialized and detailed training.<sup>5</sup> In Southern Nevada, customer service representative teams received small-group training regarding the smart meter program and the postponement list and process.<sup>6</sup> In summary, NV Energy provided additional customer service training to all representatives in compliance with the Interim Order.<sup>7</sup>

As noted previously, NV Energy enhanced the NVEnergize website to provide additional information relating to the smart meter program. All of the enhancements can be found under the “Rollout” screen. Under that screen, there are three new screens relating to “Outreach Events,” the “Resolution Center,” and “Installation Postponement.”<sup>8</sup> These enhancements provide notice of upcoming outreach events and the smart meter deployment schedule,<sup>9</sup> as well as information regarding the dedicated resolution centers. The “Installation Postponement” page expressly states that “any time prior to the day of installation,” the customer may contact NV Energy and request to be put on the postponement list as required by Paragraph 16 of the Interim Order.<sup>10</sup>

NV Energy has provided a copy of its media plan, as required by ordering paragraph 2 of the Interim Order.<sup>11</sup> The media plan is designed to disseminate information regarding NVEnergize and includes a communications matrix that includes “a working list of activities in which the company has and will utilize to publicize activities associated with NVEnergize.”<sup>12</sup> The media plan incorporates different channels, including marketing, public outreach, earned media, and electronic media, to circulate a broad range of information about NVEnergize. The media plan includes an outreach event schedule as required by ordering paragraph 2. NV Energy will update

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<sup>2</sup> See Attachment 1.

<sup>3</sup> See Attachment 2.

<sup>4</sup> See Attachment 2.

<sup>5</sup> See Attachment 2.

<sup>6</sup> See Attachment 2.

<sup>7</sup> Contract resources also received additional customer service training. See Attachment 2. Moreover, customer service representatives have been instructed to inform customers who do not want a smart meter of the postponement list, as required by Paragraph 16 of the Interim Order. See Attachment 2. Finally, NV Energy has taken steps necessary to ensure that contract installation resources and NV Energy field personnel know about customers who are on the postponement list. See Attachment 2.

<sup>8</sup> See Attachment 1.

<sup>9</sup> The “Northern Nevada Deployment Map” links to a map depicting the areas where NV Energy plans to install smart meters in compliance with Paragraph 13 of the Order.

<sup>10</sup> Compare Interim Order ¶ 16 with Attachment 1.

<sup>11</sup> See Attachment 3.

<sup>12</sup> See Attachment 3.

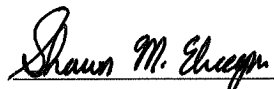
the schedule of outreach events each month, and update the NVEnergize website to reflect new events.

Finally, Attachment 4 to this letter contains a roll-out plan as required by ordering paragraph 2 of the Interim Order. Attachments 5 and 6 contain an NV Energy field service personnel training report and a Scope Services training report as required by ordering paragraph 2 of the Interim Order. These reports document the training delivered by NV Energy to its employees and agents. Specifically:

- NV Energy has given specific and explicit instructions to Scope Services personnel regarding customer communications and installation procedures;<sup>13</sup>
- NV Energy provided additional training to its field personnel to ensure that NV Energy personnel adhere to the same installation procedures used by Scope Services;<sup>14</sup> and,
- NV Energy provided digital cameras to its field personnel to ensure that pictures of removed meters are taken.

Please accept this letter for filing in Docket No. 11-10007 pursuant to the Interim Order. Should you have any questions about this letter or the attachments, please contact me.

Best regards and respectfully submitted,



Shawn M. EliceGUI  
Associate General Counsel

cc: Parties of Record

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<sup>13</sup> See Attachment 6. NV Energy representatives have had several “tailboard” meetings with Scope Services, Inc. These meetings take place everyday. During some of those meetings, NV Energy has provided specific instructions regarding customer communication. In addition, NV Energy has asked Scope Services to provide additional specific training regarding its “talking points” on Monday, January 23, 2012, in Northern Nevada, and Tuesday, January 24, 2012, in Southern Nevada.

<sup>14</sup> See Attachment 5.



# ATTACHMENT 1

# NVEnergize

## Website Enhancements

### Screen 1 Rollout

This page provides a general overview of the deployment timeline for NVEnergize.



## Screen 2 Keeping You Informed

This page lets customers know that prior to installation they will receive a letter, which provides details of the process and what to expect.

The screenshot shows the NVENERGIZE website interface. At the top left is the logo "NVENERGIZE" with the tagline "Creating an energy-smart future." To the right is a navigation menu with links for TRUST, BENEFITS, ROLLOUT, CHOICES, MyAccount, FAQ, and MYTHS and FACTS. Below the navigation is a large graphic featuring a signpost with four directional signs labeled "Trust", "Benefits", "Rollout", and "Choices". A small white robot character stands near the base of the signpost. In the background, there is a house and a hot air balloon. A semi-transparent text box is overlaid on the right side of the graphic, containing the following text:

Keeping you informed | When do I get my smart meter? |  
Outreach Events | Resolution Center | Installation Postponement

**Keeping you informed**

You will receive a letter prior to installation with all the details you'll need to know.


At the bottom of the page, there is a footer with the copyright notice "© 2012 NV Energy", the NV Energy logo, and social media icons for Facebook and Twitter, along with a "Contact Us" link.

## Screen 3 When Do I Get My Meter?

This page outlines the process and timeline NV Energy employs for communicating with customers about their smart meter installation. It includes a short video that describes this process, shows the steps our installation crews take when they arrive at a customer home, and how a smart meter is installed.

This page was augmented with a link to a map that highlights the upcoming northern Nevada smart meter deployment areas. This map will be updated as new routes are made available.

(Note: copy links to attached PDF for North deployment map)

TRUST BENEFITS **ROLLOUT** CHOICES MyAccount FAQ MYTHS and FACTS

Creating an energy-smart future.



### When do I get my smart meter?




Smart meters are currently being deployed in southern Nevada, with northern Nevada installations scheduled to begin in December 2011. All NV Energy customers will have a new smart meter by the end of 2012.

[Northern Nevada Deployment Map](#)

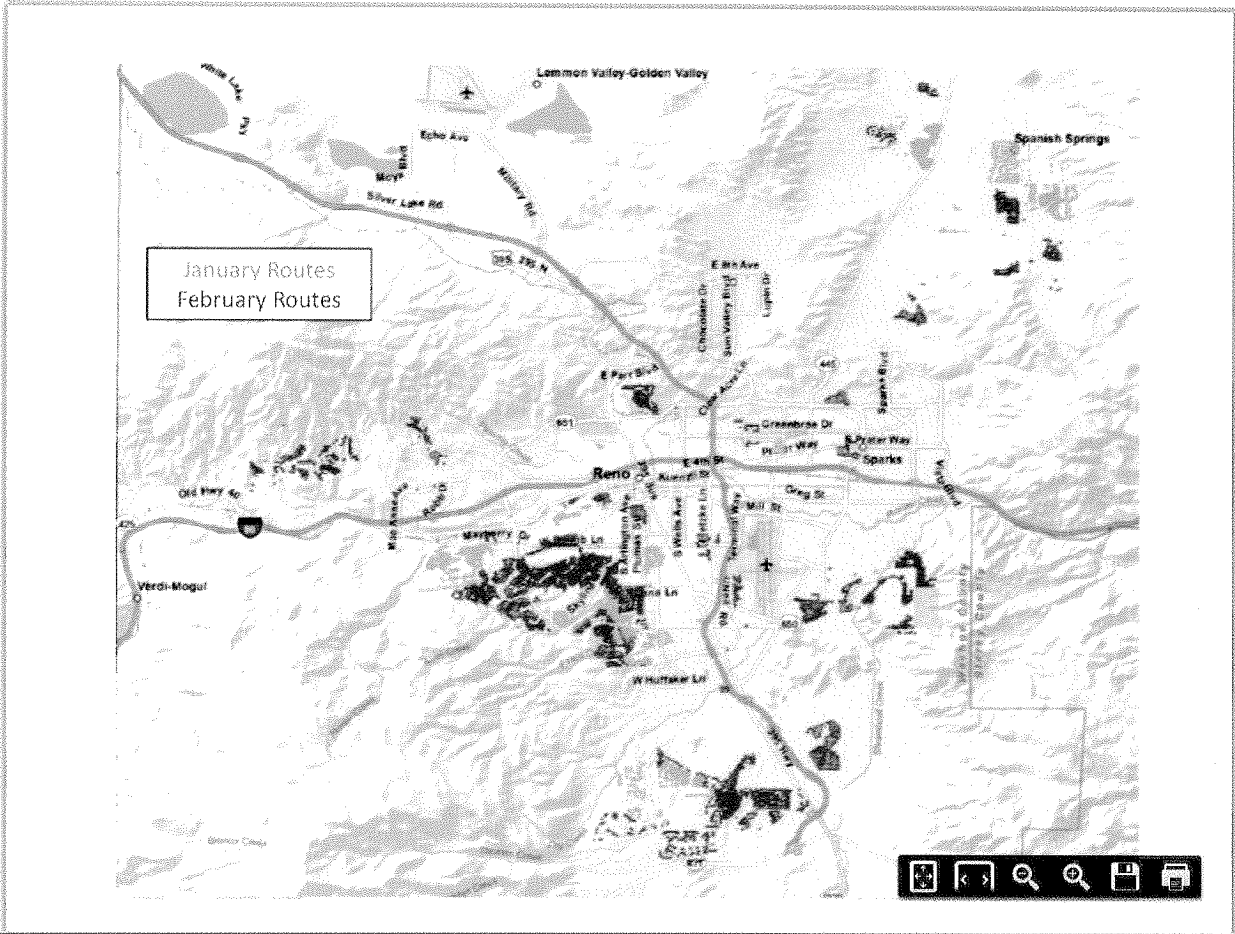
NV Energy will let you know when to expect your new meter. We will send you a letter within 30 days of visiting your home or business, and we'll call you within a few days to remind you we'll be installing a smart meter. Please note that this call is computer generated. NV Energy has contracted with Scope Services to help install meters. Either a Scope or NV Energy representative will attempt to notify you on installation day by ringing your doorbell or knocking on your door. You don't have to be home, but we want to make you aware of our presence because we will be disconnecting your service for a few minutes.



You'll know the installation was successful from a door hanger we'll leave behind on your front door. If an appointment is required, we'll note that on the door hanger. If you have any questions about the process, please visit our [FAQ](#) section or call 702-402-4273 in southern Nevada or 1-888-559-9744 if you live in northern Nevada.

© 2012 NV Energy    [Contact Us](#)

Screen 3 A – Northern Nevada Deployment Map (pdf)



## Screen 4 Outreach Events

NV Energy engages in number of community outreach events to educate customers about NVEnergize. This new page will link to a pdf showing upcoming meetings and community events at which NV Energy will be presenting information about the NVEnergize program, as well a list of past events.

(Note: copy links to attached PDF for Events)

The screenshot displays the NVEnergize website interface. At the top left is the logo "NVENERGIZE" with the tagline "Creating an energy-smart future." To the right of the logo is a navigation menu with links for TRUST, BENEFITS, ROLLOUT (highlighted), CHOICES, MyAccount, FAQ, and MYTHS and FACTS. Below the navigation is a large banner image featuring a house, a signpost with arrows pointing to "Trust", "Benefits", "Rollout", and "Choices", and a small white character. A semi-transparent white box is overlaid on the right side of the banner, containing the following text: "Keeping you informed | When do I get my smart meter? | Outreach Events | Resolution Center | Installation Postponement". Below this box, the heading "Outreach Events" is followed by the text "Would you like to learn more about NVEnergize? Download a list of our Community Outreach Events." At the bottom left of the page, there is a copyright notice "© 2012 NV Energy", the NVEnergy logo, and social media icons for Facebook and Twitter, along with a "Contact Us" link.

Screen 4a Outreach Events (pdf)

NV Energy Community Outreach

UPCOMING EVENTS	DATE
Low Income Energy Assistance Advisory Group for State of NV, Northern Nevada	1/24/12
Mavericks, Reno	1/25/12
Reno Sparks Realtors Association	1/25/12
Reno City Men's Club	1/30/12
Fairington Republican Women's Club	1/30/12
Builders Association of Northern Nevada	1/30/12
Michael Neighborhood MDA, Las Vegas	3/13/2012
NV Claims Assoc., Northern Nevada	4/9/12
National Association of Women Business Owners, Las Vegas	TBD

PAST EVENTS	DATE
Evolution Event - Reno	1/13/2012
Town Advisory Board (SEARH/LIGHT)	1/11/2012
EMG Dealer's Roundtable	1/10/2012
Town Advisory Board (LAD/DM/HS)	1/10/2012
Las Vegas Century Rotary	12/7/2011
Southgate Neighborhood Association	11/29/2011
Sun City Anthem	10/8/11
Las Vegas Lions Club	10/4/2011
American Society of Safety Engineers	9/29/11
Demco Supplier Diversity	9/14/11
Kiwana Las Vegas Golf Club	9/9/11
Henderson Rotary	8/30/11
Reno Roundtable	8/15/2011
Reno Roundtable	8/15/2011
NV Energy Senior Energy Assistance Expo	8/10/11
Green Valley Rotary	8/11/2011
North Las Vegas Kiwans Club	8/9/11
National Association of Women Business Owners	8/28/2011
Greater Las Vegas Association of Realtors	8/10/11
Local Claims Association	8/9/2011
Summerlin Rotary Club	8/7/2011
Las Vegas Kiwanis Club	8/1/2011
Red Rock Rotary	8/1/11
Red Rock Democrats	8/23/2011
Hot Feet	8/11/2011
Run for the House BC	8/11/2011
SWA Senior Luncheon	8/27/2011
Las Vegas Fremont Rotary	8/10/2011
Henderson Chapter of RPSA	8/5/2011
Energy Efficiency and Conservation Team	8/5/2011
EEC "All Hands Meeting"	8/4/2011
West Charleston Lions Club	8/28/2011
Community Service Provider Network	8/25/2011
North Valley Democratic Club	8/11/2011
Regional Transportation Commission	8/10/2011
Boo Roundtable	8/29/2011
Winnemucca Roundtable	8/28/2011
Association of General Contractors	8/12/2011
Las Vegas West Rotary Club	8/12/2011
Greater Las Vegas Association of Realtors	8/8/2011
Science and Technology Expo	8/8/2011
Henderson Democrats Club	8/8/2011
Centennial Hills Las Vegas Rotary Club	8/30/2011
Reno City Roundtable	8/28/2011
Evolution Event - Carson City	8/25/2011
Mary Kay Homebased "Decorated House" Grand Opening	8/14/2011
City of Las Vegas Councilman Ross Informational Fair	8/3/2011
Clark County Public Works and Real Property	8/1/2011
North Las Vegas Rotary Club	8/25/2011
Franklin Las Vegas (VCC event)	8/11/2011
Winnery Town Board	11/13/2010
Southern Nevada Home Builders Association (SNHBA)	11/18/2010
Southern Nevada Home Builders Association (SNHBA)	11/18/2010
Nevada Senior Coalition	11/13/2010
Red House - the Art and Waste Management Association	11/10/2010
Summerlin North Town Board	10/28/2010
Evolution Event - Las Vegas	10/11/2010
Supplier Diversity Conference	9/21/2010
Reno 4th Town Board	8/11/2010
Las Vegas Executives Association	8/13/2010
NV Energy Senior Expo	8/14/2010
League of Cities Conference - Reno, NV	8/11/2010
Linn Chamber of Commerce	7/16/2010
Clark County Town Board	5/24/2010
Senior Road & Clean Energy Supply Workshops	12/7/2009



## Screen 5 Resolution Center

This new page provides the contact information for our northern and southern Nevada NVEnergize resolution centers.

**NVEnergize**  
Creating an energy-smart future.

TRUST BENEFITS **ROLLOUT** CHOICES MyAccount FAQ MYTHS and FACTS

Trust  
Benefits  
Rollout  
Choices

Keeping you informed: [When do I get my smart meter?](#) | [Outreach Events](#) | [Resolution Center](#) | [Installation Postponement](#)

### Resolution Center

If you have any questions:  
Please call (702) 402-4273 in southern Nevada  
or 1-888-559-9744 in northern Nevada.

© 2012 NV Energy [Contact Us](#)



## Screen 6 Installation Postponement

This page provides customers with information on how to postpone the installation of their smart meter.

**NVENERGIZE**  
Creating an energy-smart future.

TRUST BENEFITS **ROLLOUT** CHOICES MyAccount FAQ MYTHS and FACTS

Trust  
Benefits  
Rollout  
Choices

Keeping you informed: | When do I get my smart meter? |  
Outreach Events | Resolution Center | Installation Postponement

### Installation Postponement

At any time prior to the day of installation, you may contact NV Energy by calling (702) 402-4273 in southern Nevada or 1-888-559-9744 in northern Nevada and ask to be put on the postponement list.

© 2012 NV Energy Contact Us

## ATTACHMENT 2

## **Customer Service Training Report**

**Prepared by Chad Koon**

### **General**

A special non-published number has been established for the PUCN complaint division to have direct access to a level 2 Resolution Center representative located in Southern Nevada. The PUCN complain division may use this resource for escalated customer issues.

General call center representatives (north and south) have been trained and provided talking points and procedures for handing off customer postponements or removal requests relating to smart meters to the Resolution Center.

“Sign-in” sheets were kept documenting which customer service representatives and leadership that received training covering the information.

Training and informational sessions were held on the following dates:

### **North**

#### **December 14<sup>th</sup>, 2012**

Call Center, Final Bill and Billing representatives received a general overview and presentation on NVEnergize. All of these teams are scheduled for formal classroom training in the month of February 2012. Sign-in sheets were collected and the postponement process was covered and questions were answered with all of those that attended.

#### **January 3<sup>rd</sup> & January 4<sup>th</sup> 2012**

North Call Center – 6 customer service reps have been trained and specialized to answer NVEnergize level 1 questions. The established North Deployment phone number (888-559-9744) is routed to these 6 representatives only not the general call center. Leadership reviewed a detailed 45 page internal training manual with the level 1 representatives. This document contains great detail of sensitive information relating to the systems, workflows and other internal processes. The Company maintains this information as confidential information within the Company and, therefore, has not provided a copy of the manual. However, the table of contents is attached.

#### **January 12<sup>th</sup> – 26<sup>th</sup>, 2012**

Resolution Center Level 2 North- training is currently being completed. This team is staffed with two fulltime positions to handle level 2 customer inquiries including processing of customer postponements as well as more specialized and complex issues relating to the NV Energize project.

## **South**

**(December 19<sup>th</sup> – 22<sup>nd</sup>, 2011)**

General Call center has been trained in small groups to ensure understanding of talking points for customers requesting postponement and have been trained to transfer customer postponements for smart meters to the level 2 Resolution Center. In addition, the topic of how to properly address customer requested removal of smart meters and talking points were also provided.

## Customer Service Talking Points Smart Meter Installation

### **Guidelines**

- As is your normal practice, please treat customers with courtesy and be friendly
- Thank the customer for calling in with questions and/or feedback

### **Customer Calls in with Questions about Smart Meters**

- Use existing procedures when discussing this topic with customers
- Provide education as previously trained
- Resource of [nvenergize.com](http://nvenergize.com) for information

### **Safety/Accuracy and Privacy**

- Meters are safe and accurate
- Meters do not transmit personal information or usage information on specific appliances, only whole house usage information
- Direct customer to [nvenergize.com](http://nvenergize.com) where they can find studies and additional information about Safety/Accuracy and Privacy

### **Customer Calls in to Postpone Installation**

- Please let the customer know that our team would like to understand what their concerns may be and that there are resources where they may find information.
- Again, encourage customer to visit [nvenergize.com](http://nvenergize.com) or to call 402-4273 (if call originated from another number) to have the program explained in more detail
- Indicate that postponement list is temporary as NV Energy plans to install all meters by the end of 2012
- Escalate the call to resolution center

### **Customer Wants Smart Meter Removed**

- Apologize to the customer. Be sympathetic, but state that NV Energy is not currently removing meters that have already been installed
- The Public Utilities commission is currently reviewing concerns raised by customers and we expect to learn more after a January 18 workshop
- Transfer to resolution center to be placed on "removal request list"

### ***What Not to Do***

- **DO NOT** speculate on the costs or probability of an "opt-out" as that option is not currently available
- **DO NOT** tell customers they will not have service if they refuse the smart meter

- **DO NOT** discuss personnel issues such as layoffs (Direct folks to [nvenergize.com](http://nvenergize.com) as the company has been very upfront about the jobs issue)
- **DO NOT** tell customers that the installation of smart meters on “old lines” may result in damage
- **DO NOT** tell customers that there is a federal mandate or law for the installation of smart meters

# NVENERGIZE

Creating an energy-smart future.

## Employee Outreach

December 2011

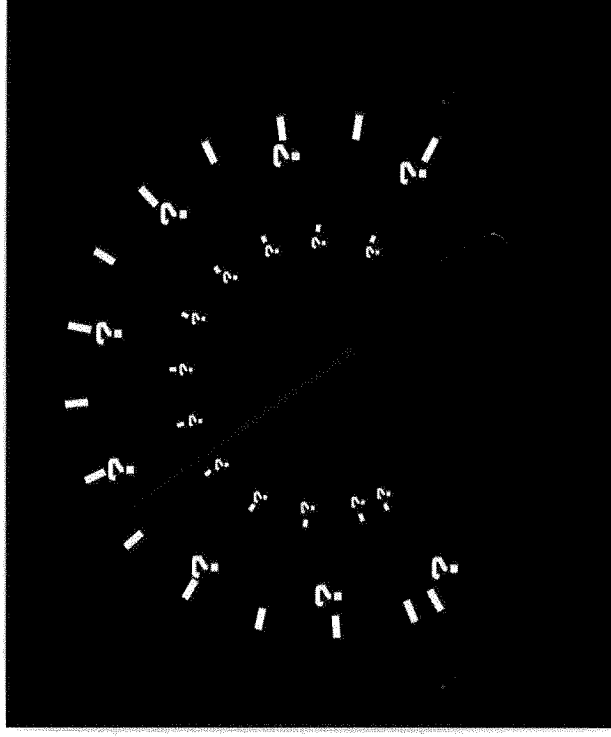
Presented by:

Evelene Ricci & Schad Koon

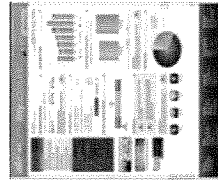


# What if your car didn't have a speedometer?

- What if you had an energy speedometer for your home?
- How might that help you?
- What kinds of customer & utility benefits might that provide?



## NVEnergize Gives You the Whole Dashboard



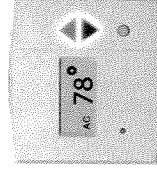
Website Tools & Features



Energy Information



Automated Outage Detection



Improved Conservation Options



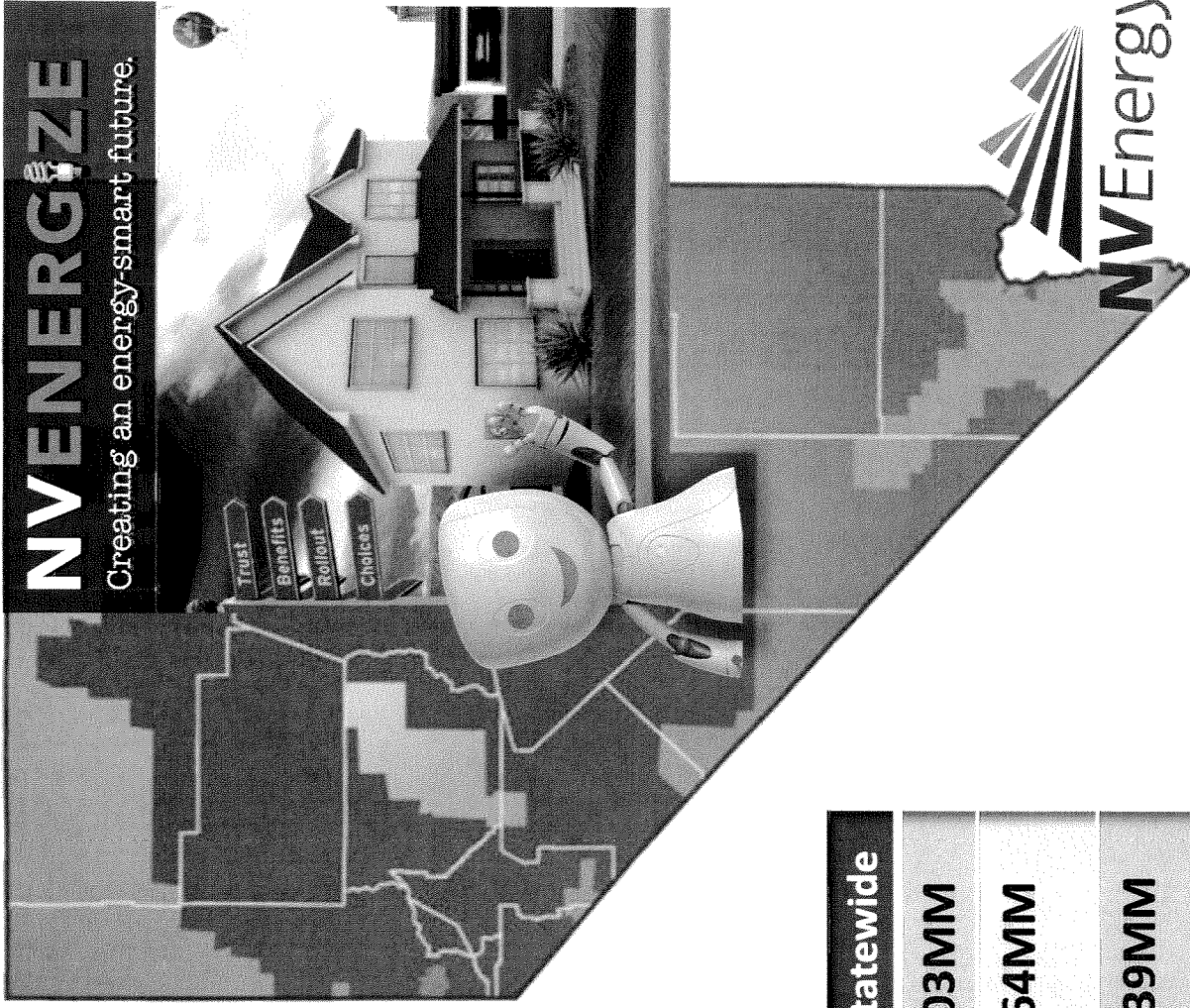
Start & Stop Service Remotely



# Smart Grid for Nevada

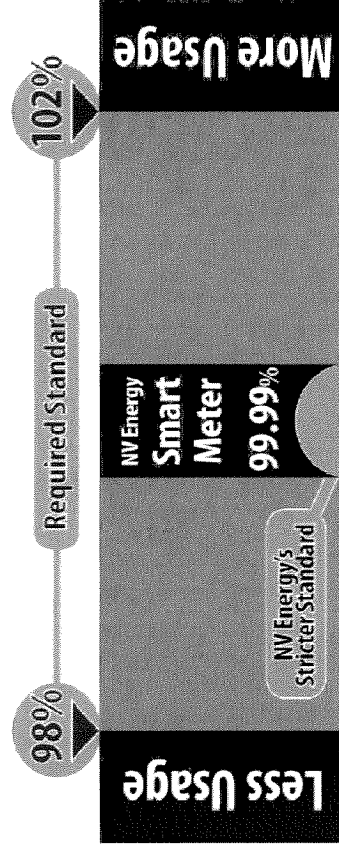
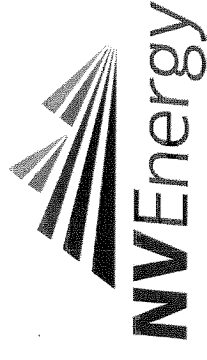
## Nevada Statewide Project - 2010-2012

- Serves 1.3MM electric meters and 150k gas modules
- Program cost \$303M
- Smart Grid Investment Grant (SGIG) funding \$139M
- Operational net annual benefits \$25M (Truck Rolls, Outage Management, Fleet, Customer Service, Revenue Protection, etc.)
- Voluntary Nevada Dynamic Pricing Trial to begin January, 2013



Financial Summary 2010-2012	NV Statewide
<b>NV Energize Total Program</b>	<b>\$303MM</b>
<b>NV Energy Investment 54%</b> (includes \$25M Gas, \$1M Consumer Confidence Plan)	<b>\$164MM</b>
<b>ARRA SGIG Investment 46%</b> (\$1M Consumer Confidence Plan)	<b>\$139MM</b>

# Consumer Confidence - One Step at a Time



• Tested up to 3 times

- Manufacturer
- NV Energy
- UNR



**Step 1 - Security**

**Step 2 - Privacy**

**Step 3 - Accuracy**

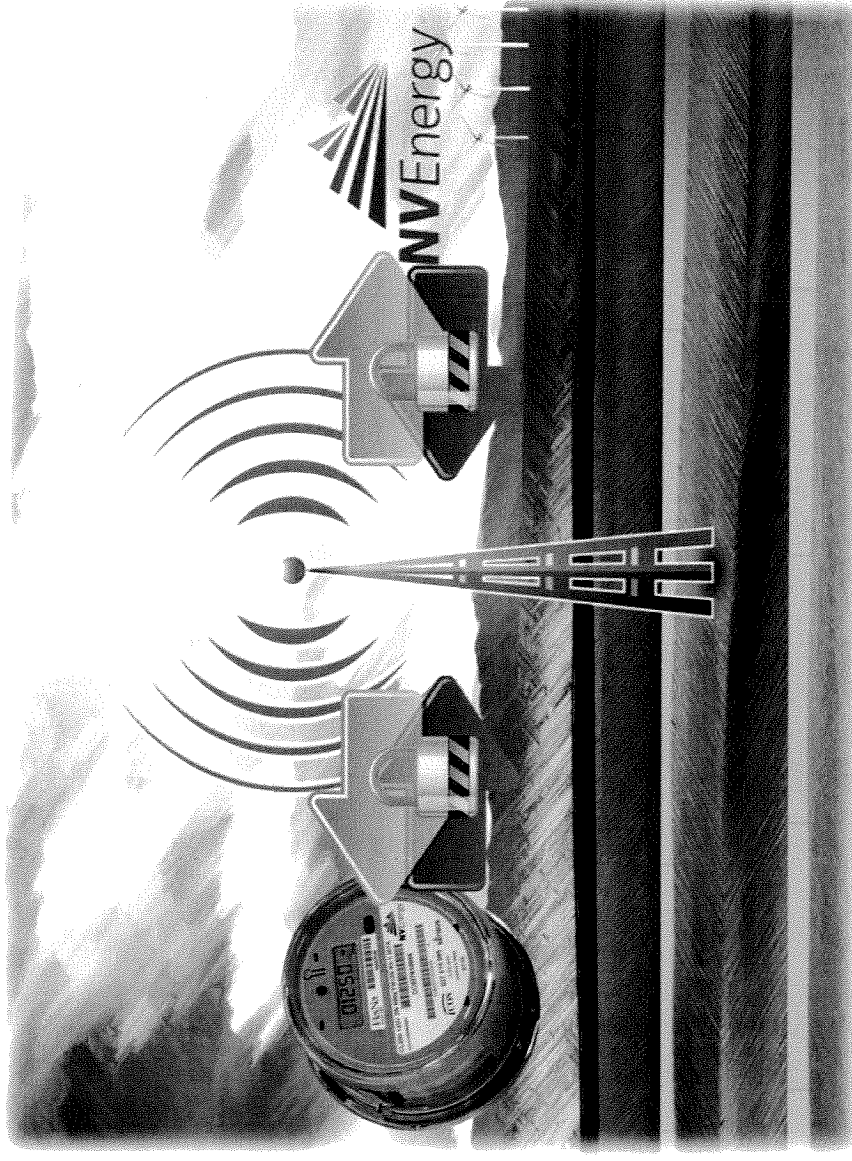
**Step 4 - Deployment**

**Step 5 - Verification**

**Step 6 - Ownership**

# Secure data transfer Security & Privacy

- No personal information –  
USAGE ONLY
  - Customer Privacy is utmost important
- Data is encrypted / Network is secure
- 96 - 15 min electric intervals each day
- 24 - hourly gas intervals each day
- 1 register read for gas and electric each day
- The NV Energy's electric smart meters typically transmit a total of 3 seconds per day. Gas smart modules typically transmit a total of less than 1 second per day

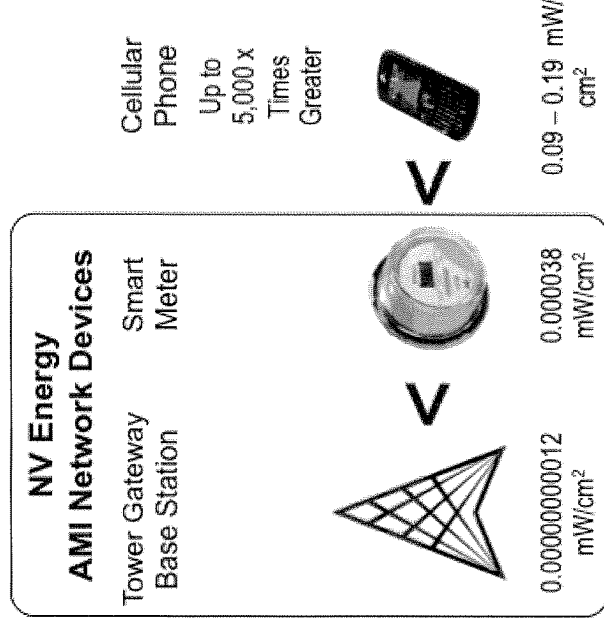


# Customer Safety

Each element of the NV Energy AMI Network has been certified by the FCC



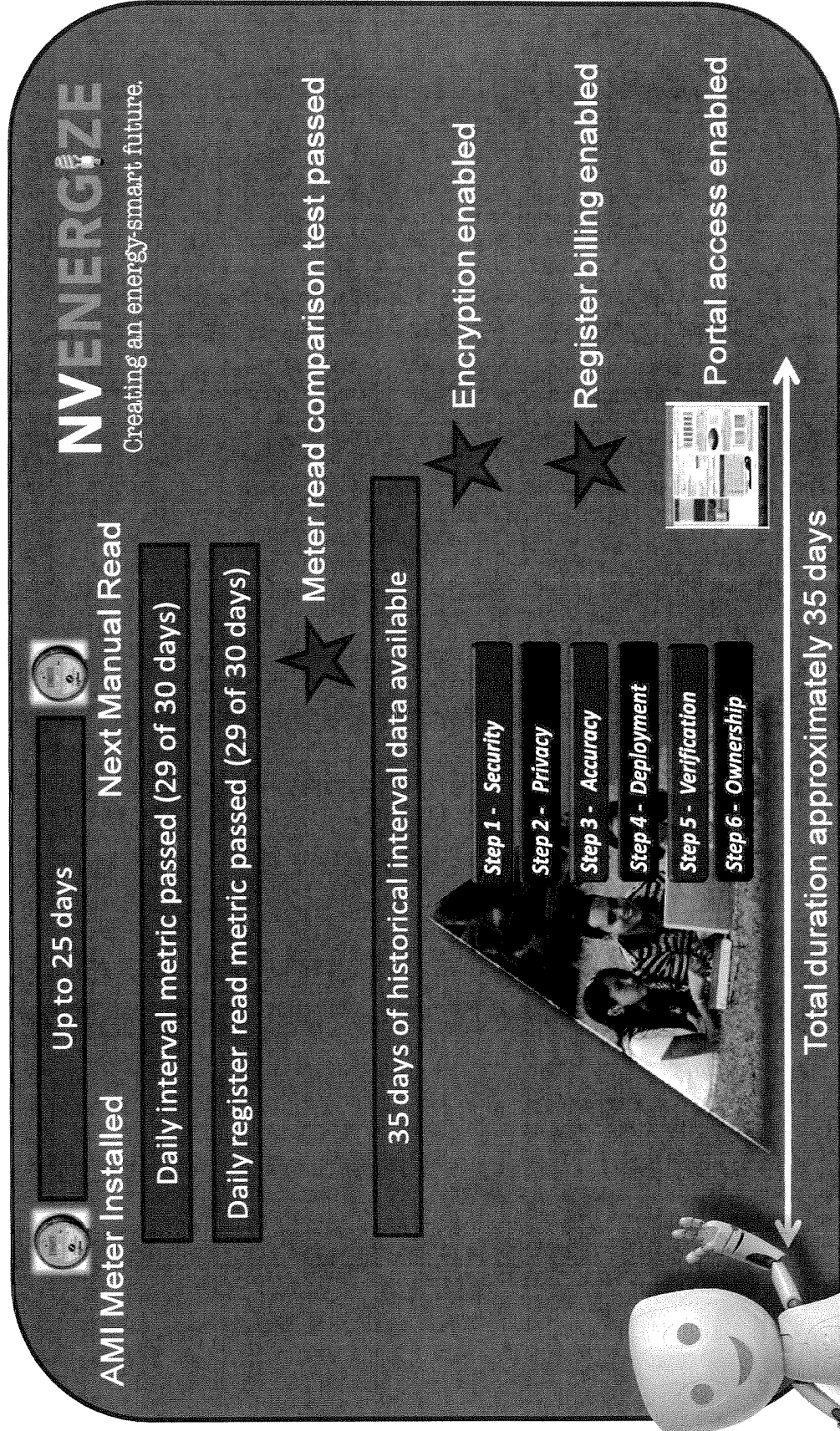
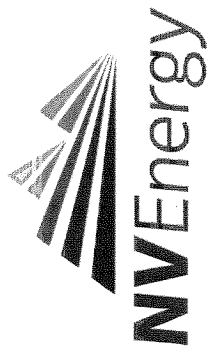
- The NV Energy AMI Network produces RF exposures at levels at least 15,000 times lower than the FCC exposure limit; 450,000 times lower inside the home
- The NV Energy's electric smart meters typically transmit a total of 3 seconds per day. Gas smart modules typically transmit a total of less than 1 second per day





# Verification

## Path to Customer Ownership

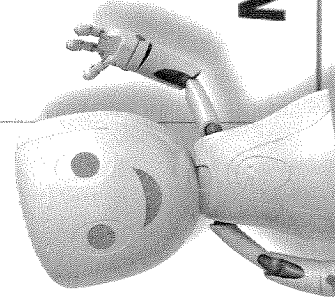
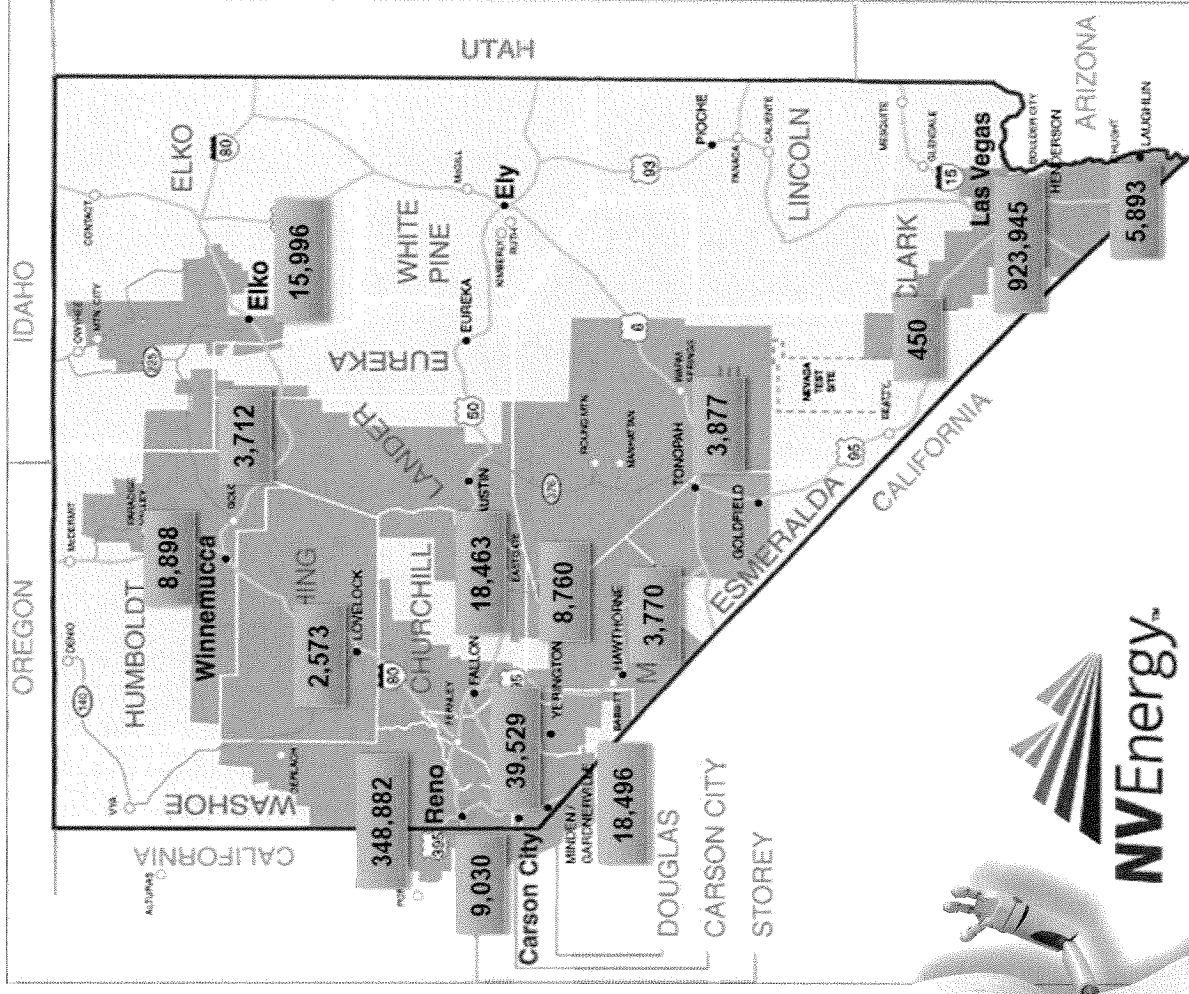
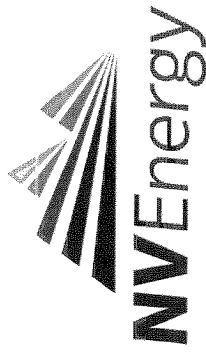


Employee Outreach – December 2011

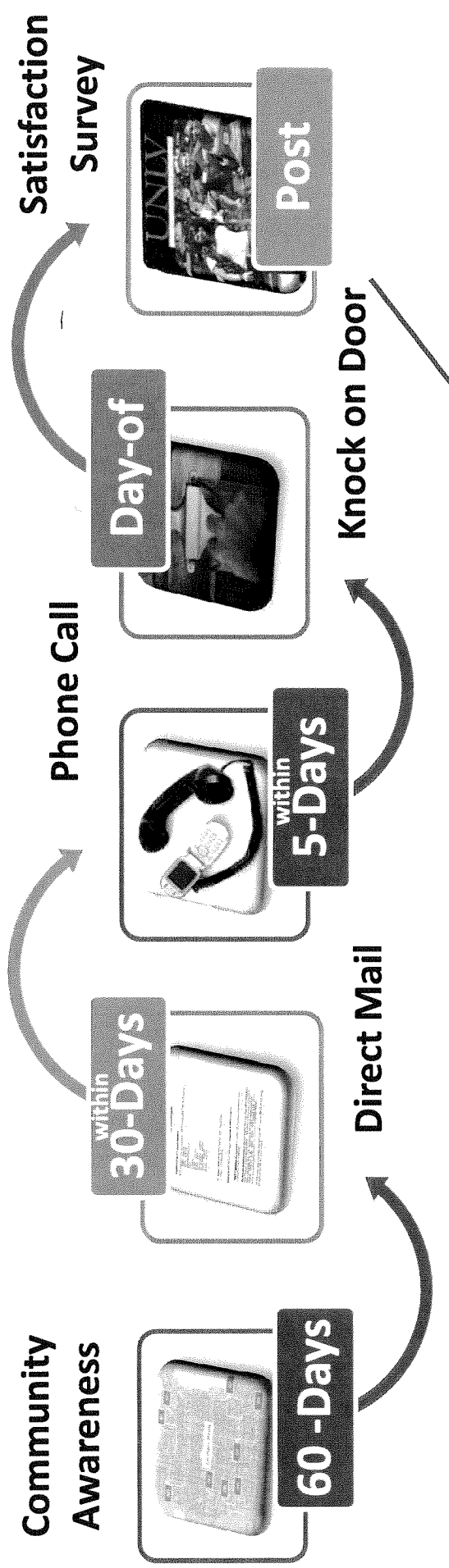
[www.nvenergize.com](http://www.nvenergize.com)

# Northern Nevada Deployment

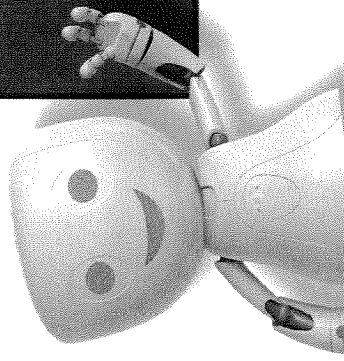
- Meter Deployment on schedule to begin
  - Employees December 2011
  - General Roll-out January 2012
- Reno/Sparks will be first deployed
- All Northern Nevada to be completed by December 2012
- No changes to current rates



# Meter Deployment Consumer Outreach



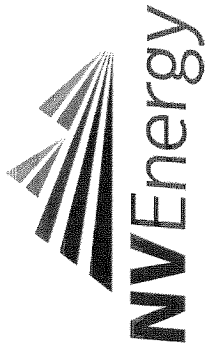
648,000 meters installed  
in Southern NV as of  
November, 2011





# Customer Learning

## Daily with Temperature



### My Energy Usage

Check out your metered data and load analysis tips below. To change your chart, change the Meter, Graph, or Date selection.

