

PUBLIC UTILITIES COMMISSION OF NEVADA  
MEMORANDUM

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OF NEVADA-CARSON CITY

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**DATE:** February 10, 2012

**TO:** Ms. Breanne Brewer, Assistant Commission Secretary  
Via: Anne-Marie Cuneo, DRO *AMC*  
Via: Tammy Cordova, Staff Counsel *TJ*

**FROM:** Sam Crano, Assistant Staff Counsel *SC*

**SUBJECT:** Docket No. 11-10007: Investigation regarding NV Energy's Advanced Service Delivery Meter Program a/k/a Smart Meter and its implementation.

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Ordering paragraph 2 of the Commission's Interim Order of January 12, 2012 in this matter required NV Energy to file 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 with the Commission within 10 days of the issuance of the Order.

On January 23, 2012, NV Energy filed a Compliance Filing that contained materials responsive to the Commission's request. Staff will address the items individually, below:

**1. Media Plan:**

Attachment 3 to the NV Energy Filing contains what NV Energy is calling its Media Plan. It contains a communications strategy overview, a marketing matrix and some examples of customer communications. The customer communications consist of a copy of the 30-day letter, an informational pamphlet, the auto-dialer call script and the door hanger left at customer premises. This information mainly consists of existing information, and not a media plan going forward. The marketing matrix does list some items that will be applicable in the future, but contains no detail to allow the Commission to discern if the companies have a plan going forward at all. While this Media Plan may meet the technical letter of the Compliance Order, in light of the feedback the Commission received at the workshops, Staff believes a more robust going-forward plan is necessary to meet the spirit of the Compliance Order.

**2. Outreach Event Schedule:**

An NV Energize Community Outreach schedule is contained within Attachment 3 to the Companies' Compliance Filing. While the font is small enough in the printed schedule to make the schedule nearly illegible, an identical schedule is available on the NV Energize website. The schedule lists planned events through April 5, 2012.

**3. Smart Meter Deployment Schedule to the extent currently available:**

The companies have included a map, in Attachment 1 and on the NV Energize website showing the Northern Nevada deployment map. The map purports to show areas in Northern Nevada that will have smart meters installed in January and February. However, the map

changes often and is at such a scale that it is difficult to tell exactly where the companies are planning to install and when, other than a color coded estimated month. While this Deployment Schedule may meet the technical letter of the Compliance Order, in light of the feedback the Commission received at the workshops, Staff believes a more detailed and user- friendly going-forward schedule is necessary to meet the spirit of the Compliance Order.

**4. Scope Services Training Report addressing Customer Communications:**

Attachment 6 to NV Energy's Compliance Filing consists of meeting notes from Northern Nevada meetings between Scope Services and NV Energy. These notes outline meetings held on January 4, 17 and 23, 2012 and contain talking points for installers to use when communicating with customers.

**5. NV Energy Field Employee Training Report Addressing Meter Exchange Procedures:**

A NV Energy Field Service Representative Training Report was attached as Attachment 5 to the Companies' Compliance filing. It contained limited notes from a meeting held January 20, 2012, and talking points for installers to use when communicating with customers. Attachment 5 also included step by step instructions for replacing the analog meters with a smart meter, and an installation guide for the gas meter module.

**6. NV Energy Customer Service Representative Training Report Addressing the Postponement List:**

A Customer Service training report is attached to the Companies' Compliance Filing as Attachment 2. This report contained dates of training of various customer service representatives regarding smart meter issues, including postponement list issues. It also includes customer service talking points and internal customer service materials regarding the ASD program and the postponement list process.

**7. Telephone numbers for the Resolution Centers in Northern and Southern Nevada:**

The resolution centers' numbers are incorporated within NV Energy's Compliance filing on the first page, and are also available on the NV Energize website.

**Conclusion:**

The Interim Order's compliances were technically met by NV Energy's Compliance Filing. Some of the compliance reports did not contain the quality of information that Staff believes the Commission was seeking, and that Staff hoped the Companies would produce. NV Energy was warned by the Commission in the Order in Docket No. 10-02009 that it would be responsible for customer acceptance. Staff contends that part of that responsibility was to include a customer education program. The information provided in NV Energy's Compliance Filing does not accomplish that goal. However, as noted above, all of the compliances were technically met. If the Commission desires further, more detailed information and a more well formed plan, such items can be compliances stemming from the final Report and Order in the present Docket.