



## Questions from Rate Advisory Committee Meetings

### Consolidated Working Groups

**Question asked by:** Michael Kennick

**Date question asked:** September 23, 2021

**Date question answered:** October 19, 2021

**Question:** Do we have an estimate on when we expect the residential smart meters to be all installed, that conversion to be done? When we look at future rate designs some of our options are limited if that's not complete

**Answer:** We have completed the roll-out of 1.3 million (99%) smart meters to our customers, which has enabled more information to be available to customers on their usage and allowed for better proactive awareness of issues before they impact customers. Additionally, the implementation was the first step needed to enable advanced rate designs.

In the next step, billing system enhancements are necessary to fully enable additional aspects of smart meter technology for rate design purposes. We have started this work and plan on completing it by the end of 2023. To enhance the customer experience, we have coupled this work with upgrades to the online customer portal. These upgrades will enable the ability to develop new rates and provide customers with information to understand how their usage will directly impact their bill, including for residential, small & medium businesses, and commercial customers.