

Testimony of Mark Moore
On Behalf of Oncor Electric Delivery Company LLC
Before the Texas Senate Committee on Business and Commerce

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My name is Mark Moore, and I am Senior Director of Measurement Services for Oncor Electric Delivery Company LLC.

To date, Oncor has deployed over 3.1 million PUC-approved digital smart meters, replacing traditional meters that use 1950's technology. We are well on our way to completing the installation of these smart meters by the end of this year, which is consistent with the schedule approved by the Public Utility Commission. My wife and I already have a smart meter on our home, as does my 83 year old mother.

Since we began our deployment of smart meters in 2008, we have conducted an extensive customer education campaign that has been closely overseen by the PUC Staff. That campaign has included newspaper ads, billboards, brochures, letters to customers, doorhangers, social media, and a Mobile Experience Center that traveled around the state to educate customers about how to take advantage of the benefits provided by smart meters.

For those customers who expressed concerns about smart meters to us, we have worked with each customer one-on-one to understand their concerns and to resolve their concerns if possible. In most instances, we have been able to address the customer's concerns to his or her satisfaction, and the customer has allowed us to install an advanced meter at their home.

The smart meters that Oncor is deploying fully comply with the Public Utility Commission's applicable rules and the Commission's Order approving Oncor's Advanced Metering System Deployment Plan

Oncor is installing smart meters that are manufactured by Landis+Gyr. The technical evaluation process Oncor used to select Landis+Gyr ensured that the meters to be deployed would comply with the Public Utility Commission's requirements and meet the applicable requirements of the Federal Communications Commission and the American National Standards Institute. One of the primary reasons Oncor selected Landis+Gyr was that their smart meters used an RF technology that had been deployed and proven in the field for many years.

Even though installation of Oncor's Advanced Metering System is not yet complete, it is already providing many customer and operational benefits:

- First, these new smart meters eliminate the need for a meter reader to enter the customer's property to read the meter. Currently, that means we do not have to send meter readers to more than 3.1 million locations.
- Second, customers can now monitor their energy usage more closely, switch Retail Electric Providers more easily, and select new electric service pricing plans offered by Retail Electric Providers, such as prepay and time-of-use pricing plans that offer lower priced or free electricity during certain hours of the day or night. This helps customers save money on their electric bills.
- Third, by integrating our advanced metering system with our other IT systems, we are now often able to detect and respond to customer outages almost immediately without customers' having to call us. This helps us restore power more quickly, which is especially important for our 3,666 Critical Care and 718 Chronic Condition residential customers.
- And finally, since March 2009, Oncor has completed over five million service orders remotely, instead of having to dispatch personnel and trucks to perform the tasks required by those service orders. Cost savings that are achieved by this functionality are passed on to customers. Conservatively, having this capability has eliminated the need to drive over 25 million miles, saving over 2 million gallons of fuel, and preventing over 19,500 tons of CO2 from being released into the environment.

Several entities have conducted studies of radio-frequency exposure from smart meters, including the Electric Power Research Institute and the Edison Electric Institute (in collaboration with the Association of Edison Illuminating Companies and the Utilities Telecom Council). We have copies of those studies available if you would like to have them.

We appreciate the opportunity to participate in today's hearing, and I am happy to answer any questions you may have.