



Edison SmartConnect™

County of Santa Barbara Board of Supervisors

Ken Devore
Director
Edison SmartConnect

July 5, 2011

Edison SmartConnect

5 million existing electric meters will be replaced with “smart” meters between 2009 and 2012

Providing customers access to detailed energy use and cost information and new dynamic pricing programs

- *Approved by CPUC in 2008*
- *\$1.6 billion project cost (2008–2012)*
- *\$1.25 billion in Capital*
- *Nearly 1,000 employees on the project*



Edison SmartConnect

Edison SmartConnect will enable new and innovative customer programs and services to reduce energy costs.

- Improve customer experience
- Reduce peak load by 1,000 MWs
(eliminating need for new power plants)
- Reduce residential energy consumption by 1% minimum
(helps customers save energy and money)
- Reduce GHG by 365,000 tons/yr
(protect the environment)
- Increase operational efficiencies
(system reliability; faster outage response)
- Provide platform for the future
(empowering customers through technology)



Empowering Customers



Choice to Manage Costs & Peak Demand

Rates & Programs

- Save Power Day Incentive (PTR)
- Summer Advantage Incentive (CPP)
- Off-Peak Savings Plan (TOU)
- Programmable Communicating Thermostats

Energy Information Drives Conservation

- More timely energy usage information
- Forecasted cost and demand
- Usage history

Automation Self-Service

- Remote service switch
- Payment and billing options

Meter and System Performance



Meter Deployment

- Meters Installed: 2,701,712
- Daily Install Average (May): 4,231 – Corix, 220 – SCE
- Staffing: 233 Corix Installers, 29 SCE Installers

System Performance

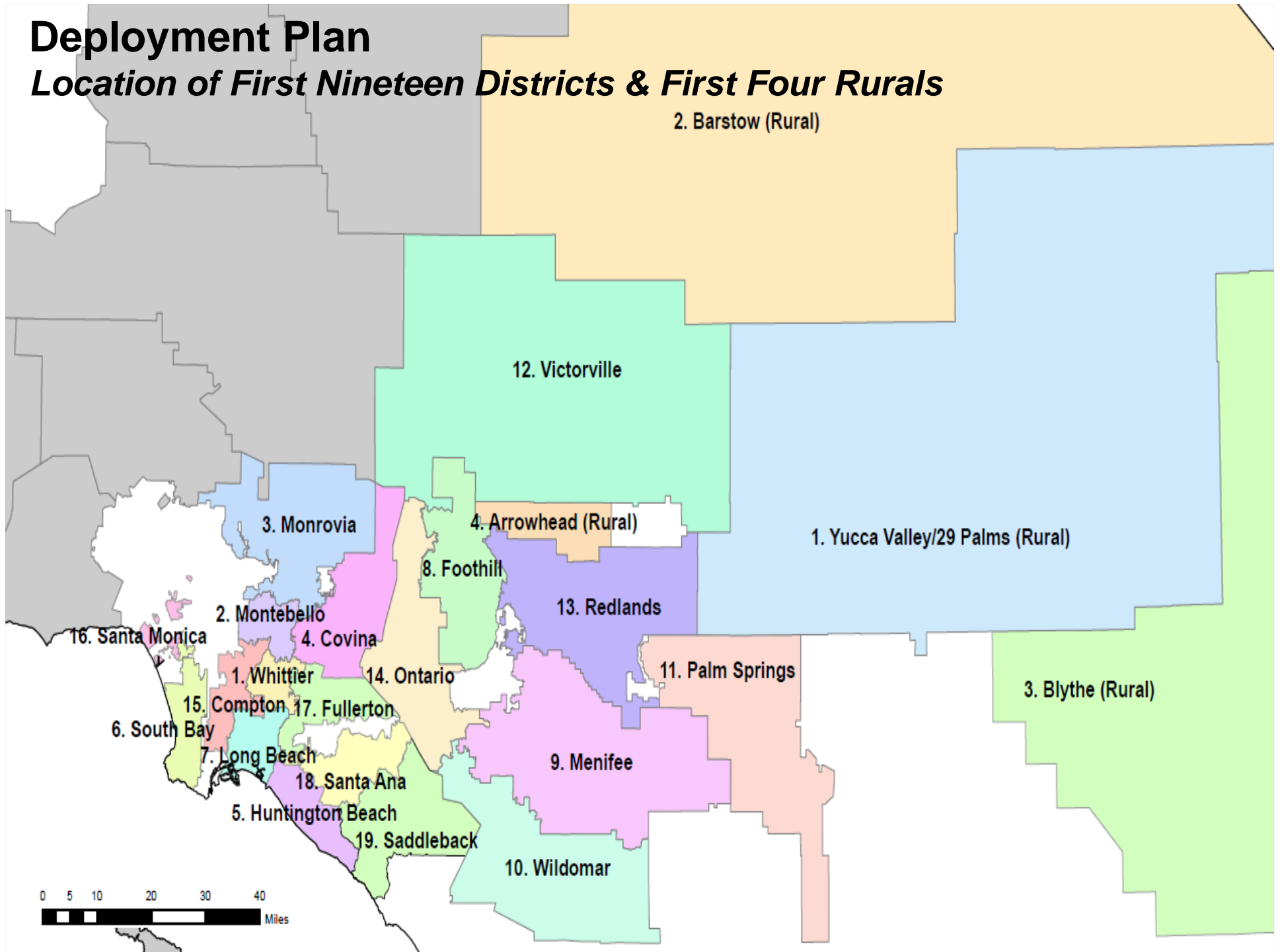
- Performance Metrics Meeting Expectations:
*Product Quality and Performance, Installation Processes and Quality,
Network Communications, Billing, and Call Center Volume*

Meter and System Security

- Tracking Potential Vulnerabilities

Deployment Plan

Location of First Nineteen Districts & First Four Rurals



Deployment Contractor: Corix Utilities



Corix Uniform

Corix installers will wear a yellow vest with the “Corix Utilities” and “SCE” logos to identify them as an SCE contractor.



Corix ID

Corix installers will carry Corix employee ID’s that represent them as an “Authorized Contractor” for SCE.



Corix Vehicles

Corix installers will drive trucks displaying the “Corix Utilities” logo as well as a logo that reads “Approved Contractor for Southern California Edison” .



Customer Communications: Pre-Installation Letter



P.O. Box 900
Rosemead, CA 91770

You will be receiving a new Edison SmartConnect™ electric meter.

More than 2,600,000 new meters already installed!

Call 1-877-407-2317 with questions.



Date

John Q. Sample
1234 Main Street
Citytown, CA 99999
[Barcode]

Re: Service Account # X-XXX-XXXX-XX
123 Street Address

Dear John Q. Sample,

During the next few weeks, Southern California Edison (SCE) or Corix Utilities, our authorized contractor, will be in your area to upgrade your electric service with a new meter.

The Edison SmartConnect™ meter will enable new programs and services that can help you reduce your electricity usage and save on your electric costs. For more information about Edison SmartConnect, please review the frequently asked questions enclosed or visit us online at www.sce.com/SmartConnect.

Here's what you can expect:

- Meter installation will take place Monday – Saturday, 7:00 a.m. – 8:00 p.m.
- Your electric service will be briefly interrupted during the meter exchange process and you will need to reset the digital clocks on your appliances and/or electronics. We apologize for any inconvenience this may cause.
- You do not need to be present for us to perform the work as long as we have unobstructed access to the meter. We may leave a door hanger at your residence after installation is complete.
- *If you operate life support medical equipment at this address, please call SCE at 1-800-973-2366.*

If you have questions regarding the new electric meter installation, please call Corix Utilities toll-free at 1-877-407-2317, Monday – Saturday, 7:00 a.m. – 8:00 p.m.

Sincerely,

Kenneth W. Devore
Director
Edison SmartConnect

Para obtener información en español, vea el reverso de esta carta.

Информация на русском языке содержится на обратной стороне данного письма.

R-120-V2-0511



En las próximas semanas, Southern California Edison (SCE) o Corix Utilities, nuestro contratista aprobado, estarán trabajando en su zona para actualizar su servicio eléctrico con un medidor nuevo.

El medidor Edison SmartConnect™ facilitará una serie de programas y servicios nuevos que pueden ayudarle a bajar su consumo eléctrico y ahorrar dinero. Para más información sobre Edison SmartConnect, revise las preguntas frecuentes incluidas con esta carta o visite nuestro sitio de Internet www.sce.com/es/SmartConnect.

Qué esperar de su instalación:

- La instalación del medidor se llevará a cabo de lunes a sábado entre las 7:00 a.m. y las 8:00 p.m.
- Su servicio eléctrico será interrumpido brevemente durante el cambio del medidor, por lo que después deberá poner en hora los relojes digitales de sus electrodomésticos y/o aparatos electrónicos. Lamentamos causarle cualquier inconveniente.
- Usted no necesita estar presente durante la instalación siempre que tengamos acceso libre al medidor. Una vez que hayamos instalado su medidor, le dejaremos un aviso en su casa para confirmar.
- *Si utiliza aparatos médicos de soporte vital en esta dirección, llame a SCE al 1-800-477-4455.*

Si tiene preguntas respecto a la instalación del nuevo medidor eléctrico, llame a Corix Utilities al número 1-877-407-2317 de lunes a sábado de 7:00 a.m. a 8:00 p.m.

앞으로 몇 주 동안 Southern California Edison (SCE)이나 자사의 공식 계약업체인 Corix Utilities가 새 계량기를 통해 고객님의 전기 서비스를 업그레이드 해 드리고자 고객님의 지역을 방문하게 됩니다.

Edison SmartConnect™ 계량기는 고객님의 전기 사용량을 감소시키고 전기료를 절약할 수 있도록 하는 새로운 프로그램과 서비스를 가능케 할 것입니다. Edison SmartConnect에 대한 자세한 내용은 enclosed 자주 묻는 질문 (FAQ)이나 웹사이트 www.sce.com/SmartConnect 를 참고해 주시기 바랍니다.

다들 의 사항을 기대하실 수 있습니다:

- 계량기 설치는 월요일에서 토요일, 오전 7시에서 오후 8시 사이에 진행됩니다.
- 계량기 교체작업 동안 잠시 정전이 될 예정이며, 고객님의께서는 가전제품이나 전기제품의 디지털 시계를 다시 맞추는 수고를 하시게 됩니다. 불편을 끼쳐드려서 죄송합니다.
- 저희가 계량기에 문제가 없이 접근할 수 있는 한, 교체 작업을 위해 고객님의에서 자리를 지켜주시는 필요는 없습니다. 설치가 완료되면 고객님의 주소지 문고리에 메모를 걸어 놓을 것입니다.
- 해당 주소지에서 생명 보조 의료 장비를 작동하고 계신 경우, SCE (1-800-407-2366) 로 전화 주시기 바랍니다.

새 전기 계량기 설치에 대한 문의사항이 있으시면, 월요일에서 토요일, 오전 7시에서 오후 8시 사이에 Corix Utilities의 무료 전화번호인 1-877-407-2317 로 전화 주십시오.



Customer Communications: FAQ's



Information Regarding the New Edison SmartConnect™ Electric Meter

What is Edison SmartConnect?

Edison SmartConnect is Southern California Edison's (SCE) smart metering program and will replace existing electric meters with new secure, two-way communicating digital meters. These new meters will enable new incentive programs and online tools to help you save energy, money, and the environment. Edison SmartConnect meters record hourly electricity usage for residential customers and fifteen minute usage for business customers. Your usage information will soon be transmitted to SCE every day and made available to you online at www.sce.com the very next day. With a better understanding of your daily electricity usage, you can actively manage the amount of your monthly bill.

Will installation of the new Edison SmartConnect meter interrupt power?

For residential customers, a brief interruption of electric power will occur during the installation.

After the installation, please check your electronic equipment, appliances and sprinkler system to reset timers and clocks. You may need to reset one or more of your electric panel circuit breakers. Reset the circuit breaker by moving the switch all the way to the "off" position and then back to the "on" position. If necessary, also reset your GFCI outlets (with the TEST and RESET buttons) and check your power strips.

For commercial installations, typically there is no service interruption.

Upgrading millions of older mechanical electricity meters must be costly. Who pays for these new meters and how much?

The impact on your monthly electric bill from Edison SmartConnect is negligible. The program is expected to contribute a 1.6% change in customer rates during the smart meter installation timeframe. This slight increase equates to roughly \$1.60 per \$100 on your monthly SCE electric bill. However, with the ability to monitor your electricity usage on a more frequent basis and enroll in new incentive programs, Edison SmartConnect can actually help customers reduce their monthly electric bills.

How does SCE ensure that the new Edison SmartConnect meters are accurate?

Prior to installation, Edison SmartConnect meters undergo rigorous testing by the meter manufacturer and SCE in test labs. Meters are also periodically tested in the field by SCE. In addition, SCE continuously monitors the meter and network communications system performance to ensure they are working properly.

How secure is the Edison SmartConnect system and is my energy usage information confidential?

SCE has developed a highly secure meter and network communications system for Edison SmartConnect, adapting many security solutions and testing protocols from the banking and defense industries. All information transmitted between individual meters and the utility is encrypted using U.S. government-approved and recommended standards. In addition, SCE maintains strict confidentiality and privacy policies, and uses state-of-the-art technologies to safeguard customer information.

Information Regarding the New Edison SmartConnect Electric Meter

How do I read the new Edison SmartConnect meter?

The new Edison SmartConnect meter cycles through different digital screen displays. Each screen stays visible for five seconds. Look for the screen that displays "001" in the upper left-hand corner as shown on the meter display at right. This screen will provide you with the recorded total kWh consumption value.



one number. The speed at which the kWh value increases depends on how much electricity you are using at a given time. The digital display represents a "cumulative" read and works like a car's odometer (i.e., the total number of miles your car has been driven).

Every time you use one kilowatt hour (kWh) of electricity, the meter screen display (shown as 04390 at right) will increase by

To figure your total kWh energy use for a given time, simply subtract an earlier reading from your current reading.



Discover how Edison SmartConnect can help you reduce monthly electricity costs.

Animated characters Carl and Eddy will educate and inform you about Edison SmartConnect through a series of online video "edutainment" vignettes. The short episodes will show you what new tools, programs and services will be available to help you better manage your electricity use.



Meet Carl and Eddy at www.sce.com/Connect.

Where can I find more information about Edison SmartConnect?

To learn more about Edison SmartConnect, visit us online at www.sce.com/SmartConnect.



FOR OVER 100 YEARS...LIFE. POWERED BY EDISON.



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www.sce.com/SmartConnect

Customer Communications: Door Hangers

METER UPGRADE COMPLETED


If you have any questions regarding your meter upgrade, please contact us toll-free at **1-877-407-2317**, 7 a.m. – 8 p.m., Monday – Saturday.

En caso tenga alguna pregunta relacionada con la modernización de su medidor, comuníquese con nosotros al número gratuito 1-877-407-2317, de lunes a sábado, de 7 a.m. a 8 p.m.

如果您有任何關於您電錶升級的問題，請在週一至週六，上午7時至晚上8時之間，撥打 1-877-407-2317 免費電話與我們聯繫。

How to Read Your Edison SmartConnect Meter

Your new Edison SmartConnect meter cycles through different digital screen displays. Each screen stays visible for five seconds. Look for the screen that displays "001" in the upper left-hand corner as shown on the meter display at right.



To figure your total kilowatt hour (kWh) energy usage for a given time, simply subtract an earlier reading from your current reading (shown above as 04390).

For more information about Edison SmartConnect, please visit www.sce.com/SmartConnect

Thank you. Date _____

SCE/Corix 07/10 SS

Successful Installation



METER UPGRADE COMPLETED

Your New Edison SmartConnect™ Meter Was Installed

Southern California Edison (SCE) or Corix, its authorized contractor, has upgraded your electric meter as part of the Edison SmartConnect program.

A brief interruption of electric power may have occurred during the installation. Please check your electronic equipment, appliances and sprinkler system to reset timers and clocks.

You may need to reset one or more of your electric panel circuit breakers. Reset the circuit breaker by moving the switch all the way to the "off" position and then back to the "on" position. If necessary, also reset your GFCI outlets (with the TEST and RESET buttons).

We apologize for any inconvenience.



METER UPGRADE ATTEMPTED

Sorry We Missed You

Southern California Edison (SCE) or Corix, its authorized contractor, was here today to upgrade your electric meter as part of the Edison SmartConnect™ program.

Please call us within the next 72 hours to arrange a time to upgrade your electric meter. 1-877-407-2317 (toll-free) 7 a.m. – 8 p.m. Monday – Saturday

Liámenos dentro de las próximas 72 horas a fin de coordinar un horario conveniente para actualizar su medidor. **1-877-407-2317** (línea gratuita) Lunes a sábados de 7 a.m. a 8 p.m.

請您在72小時內打電話與我們聯絡，以便安排為您更新電錶的時間。1-877-407-2317 (免費電話)，週一至週六早晨7時至晚上8時。




Unsuccessful Installation

METER UPGRADE ATTEMPTED

Unfortunately, we were unable to perform your electric meter upgrade because:

- An obstruction such as a bush, tree or other obstacle. This obstruction needs to be cleared before we can complete this service.**
Una obstrucción tal como un arbusto, un árbol u otro tipo de obstáculo. Se debe quitar este tipo de obstrucciones antes de realizar este servicio.
個阻礙，比如灌木，樹木或者其他障礙物。該阻礙被清除之後我們才能完成該服務。
- We could not gain access to your meter. Please call us at 1-877-407-2317.**
No pudimos tener acceso a su medidor. Por favor, comuníquese con nosotros al 1-877-407-2317.
我們無法接觸到您的電錶。請致電聯絡我們 1-877-407-2317。

Thank you. Date _____

For more information about Edison SmartConnect, please visit www.sce.com/SmartConnect

Para más información en español, llámenos al 1-877-407-2317

欲瞭解中文詳情，請致電 1-877-407-2317

SCE/Corix 04/10 FS



Getting to Know Edison SmartConnect

www.sce.com/edisonsmartconnect



Leading the Way in Electricity



SOUTHERN CALIFORNIA
EDISON[®]

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Edison SmartConnect[™]

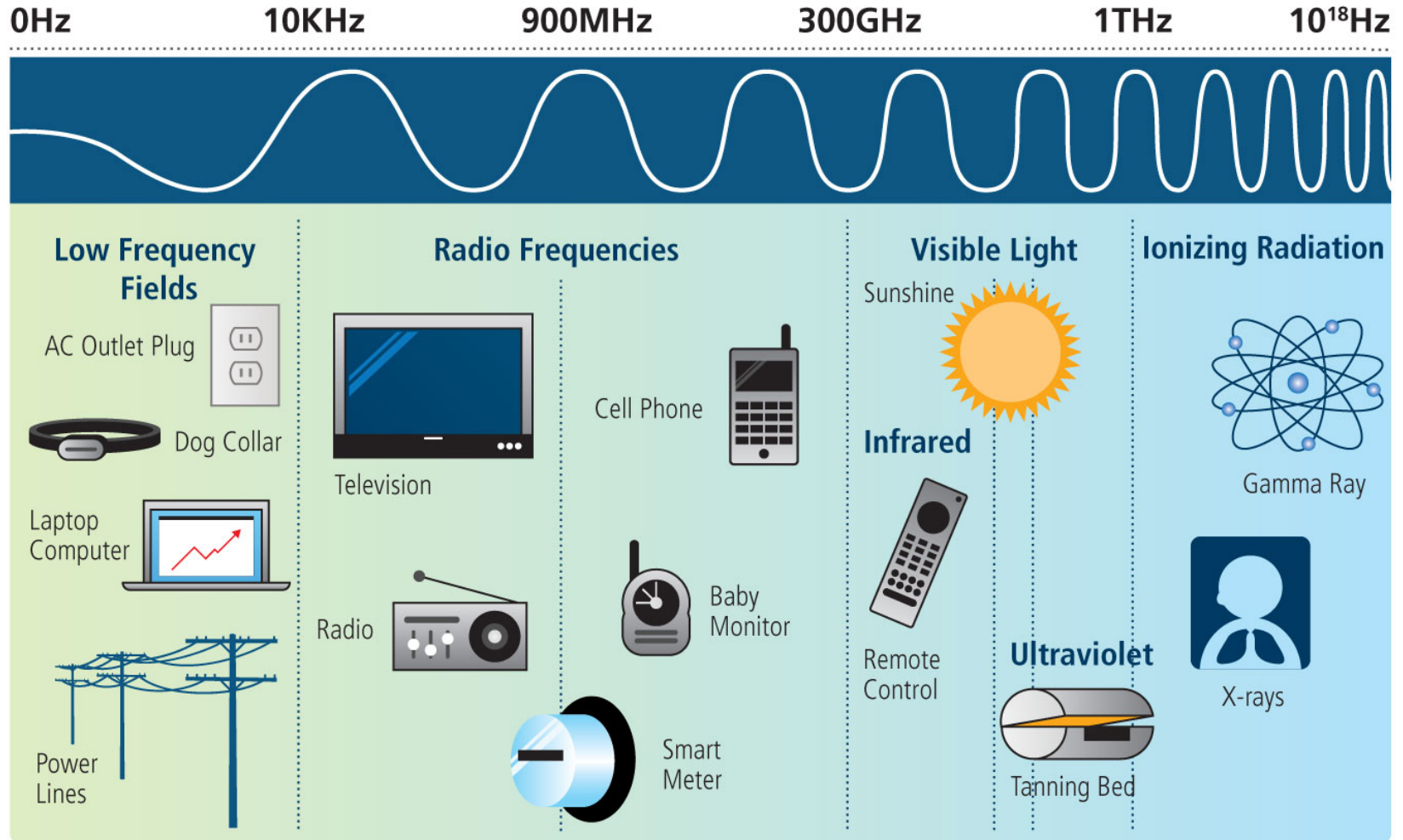
Radio Frequency and Smart Meters

Smart Metering System and RF

The Electromagnetic Spectrum:

(Relative Positions of Common Examples Including Smart Meters)

Frequency in hertz (Hz)





RF

Top 5 Things You Should Know About and Smart Meters

#1) Smart meters are low power devices.

(similar or weaker in strength than cell phones, baby monitors, cordless phones)

#2) RF signals diminish rapidly with distance.

(exposure is greatly minimized at a distances just feet away from the meter)

#3) RF signals from SCE meters mostly point away from homes.

(signal strength is greatly reduced behind the meter)

#4) Building materials greatly shield RF signals.

(walls and building materials block or greatly reduce signal strength)

#5) SCE's smart meters only transmit during short periods of time.

(99% of SCE's smart meters communicate an average of 95 seconds per day)



World Health Organization Announcement

Recent Statement from WHO:

- Radio frequency (RF) energy from cell phones and other devices are “possibly carcinogenic” (Group 2B)

What Does it Mean?

- The WHO’s International Agency for Research on Cancer (IARC) believes there could possibly be some risk of brain cancer from RF exposures from cell phone use; however, the IARC concluded that such a risk has yet to be scientifically established.
- Therefore, the IARC believes existing RF health research should be expanded on linkage between wireless phone usage and brain cancer risk.

Classifications:

- Group 1: Carcinogenic to humans
- Group 2A: Probably carcinogenic to humans
- Group 2B: Possibly carcinogenic to humans
- Group 3: Unclassifiable as to carcinogenicity in humans
- Group 4: Probably not carcinogenic to humans