

Tori L. Giesler, Esq.
(610) 921-6658
(610) 939-8655 (Fax)

610-929-3601

May 26, 2015

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Submission of the Electronic Data Exchange Working Group's Web Portal Working Group's Solution Framework for Historical Interval Usage and Billing Quality Interval Use; Docket No. M-2009-2092655

Dear Secretary Chiavetta:

Pursuant to the Commission's Tentative Order entered April 23, 2015 in the above-referenced proceeding, enclosed herewith for filing are the Comments of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company.

Please contact me if you have any questions regarding this matter.

Very truly yours,



Tori L. Giesler

dln
Enclosures

c: As Per Certificate of Service
Lee Yalcin – Pennsylvania Public Utility Commission
Jeff McCracken - Pennsylvania Public Utility Commission
Megan Good - Pennsylvania Public Utility Commission
Kriss Brown - Pennsylvania Public Utility Commission

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Submission of the Electronic Data	:	
Exchange Working Group's Web Portal	:	
Working Group's Solution Framework for	:	Docket No. M-2009-2092655
Historical Interval Usage and Billing	:	
Quality Interval Use	:	

**COMMENTS OF METROPOLITAN EDISON COMPANY,
PENNSYLVANIA ELECTRIC COMPANY, PENNSYLVANIA POWER
COMPANY AND WEST PENN POWER COMPANY**

I. INTRODUCTION

On April 23, 2015, the Pennsylvania Public Utility Commission ("Commission") entered a Tentative Order at the above-captioned docket proposing standards associated with the development of a web portal solution that would provide third parties access to customers' historical and billing quality interval usage.¹ This Tentative Order was developed following related efforts of the Commission's Electronic Data Exchange Working Group's ("EDEWG") Web Portal Working Group ("WPWG") and recommendations stemming from those efforts, which were presented in the *Pennsylvania Web Portal Working Group Solution Framework*, presented on February 23, 2015 ("WPWG Solution Framework"). In addition to the Tentative Order, Commissioner Cawley issued a Statement coincident with the adoption of the Tentative Order ("Cawley Statement") which posed six specific questions to which he is seeking responses in conjunction with the comments to be submitted in response to the Tentative Order. The

¹ Specifically, the interval data to which access is sought includes historical interval usage ("HIU") and billing quality interval use ("BQIU").

Commission directed that all comments in response to the Tentative Order (and associated responses to the Cawley Statement) be submitted within thirty days of the entry of the Tentative Order.

Metropolitan Edison Company ("Met-Ed"), Pennsylvania Electric Company ("Penelec"), Pennsylvania Power Company ("Penn Power"), and West Penn Power Company ("West Penn") (collectively, the "Companies") respectfully submit the following comments and responses to the Tentative Order and the Cawley Statement.

II. COMMENTS

Today, electric generation suppliers ("EGSs") are given access to interval usage data obtained from the Companies' existing interval meters (which are not smart meters) through two separate channels: a secure website requiring a log on identification and password for interval metered customers that have not opted off the Eligible Customer List ("ECL"), or via an electronic data interchange ("EDI") 867 transaction. These avenues offer access to a minimum of twelve months of historical interval usage data, as well as interval data for the current bill period for customers an EGS is currently serving.

Meanwhile, other third parties seeking customer interval data such as curtailment service providers ("CSPs"), and energy management or renewable service providers and consultants, may access interval data through existing systems designed for customer use,² or by requesting customer information from the electric distribution company ("EDC") on an individual account basis, which requires the presentation of a letter of authorization ("LOA") signed by the customer.

² For instance, the Companies offer an online Meter Profiler solution, which allows retail customers with traditional interval meters to access their interval meter data via a password protected web portal.

CSPs are also able to obtain real time data from the meter through Company-provided pulses at the meter, which then communicate with devices placed on the meter and managed by the CSP.³

Under the Commission's proposal as outlined in the Tentative Order, EDCs would be responsible for establishing systems that provide Single User – Multiple Request ("SU-MR") functionality, which would be required to be implemented within eight months of the entry of a final order on this proceeding, as well as the incremental System to System ("StS") functionality, to be implemented no later than twelve months following the entry of a final order in this proceeding.

Third Party Access

The Companies support EDEWG's proposal as it would be offered to licensed EGSs in Pennsylvania, which availability would be consistent with current practice. However, the Companies do not support the development of this offering for purposes of providing information to non-licensed third parties (i.e., CSPs, consultants providing historical bill audits, rate analyses, performance contracting, etc.), for a variety of reasons. Initially, these parties will be able to obtain the subject data through one of the following means: 1) directly from the customers they serve; 2) through the customer web portal that the Companies are already in the process of building in compliance with the direct access requirement of their smart meter deployment plan; or 3) through obtaining real time information from the customer's meter by placing their own equipment on a customer premise, similar to the way pulse data is captured today.

Further, to require access be established for these parties in addition to the licensed EGS community not only increases the development costs associated with the increased functionality,

³ To enable this functionality, CSPs must request a pulse initiating meter be installed at the service location, which enables programs such as those related to demand response. A one-time fee is charged to the CSP for this service, after which the CSP is able to collect real time interval data via CSP-owned equipment placed at the service location.

but also would make the management of such a web portal administratively burdensome and would risk exposure of customer data to unauthorized third parties without clear or streamlined legal recourse against such parties. While EGSs are bound by the policy and practices set or approved by the Commission for the retrieval of customer data for which they have authority, as well as being subject to audit of such practices, other third parties seeking access have no such limitations or restrictions. Therefore, while an EDC will simply be required to review an EGS's license upon application for access to the portal, EDCs have no means to efficiently and effectively police what would amount to large-scale access to batches of customer information absent a review of LOAs associated with each and every individual account for which information is sought. Given these risks and challenges, the Companies propose several alternatives to providing access to unlicensed third parties as opposed to that introduced in the Tentative Order, including: use of the web-based customer portals directed in each EDCs' smart meter deployment plan; access to real time data already available through the smart meters being installed; or requiring all third parties to become licensed or certified in some manner such as to ensure they are held to the same customer protection standards as EGSs today.

The customer portals that already exist or are currently in development under all EDCs' Commission-approved smart meter deployment plans will allow for single account access by a user with secure log-in. It is not uncommon in today's marketplace for customers to provide their log-on credentials to an authorized unlicensed third party, making this data readily available to those third parties. In such instances, the privacy of customer data (plus other information exchanged) is typically protected by the confidentiality clauses within the agreement for services between the customer and third party, which is where that relationship should remain. In this manner, the customer has complete control over third party access to their customer data, and the terms by which that data can be used, retained, etc., in essence providing the same type of

protection afforded by the EGS license requirements that are relied on for purposes of web portal solutions. The data available through this customer portal will provide data that is substantially identical to that information which would be sought through this Tentative Order's proposal. This access customer portal will also serve to streamline and modernize current practices available to unlicensed third parties by replacing the traditional paper process involving signed LOAs presented to the utility, followed by a transfer of data files to include data within forty-eight hours of a reading, thereby offering data that has not traditionally been available. Finally, if the customer were to develop access concerns after the engagement with its third party, the customer would only need to change their password to the portal in order to resolve that concern.

Another option is based in the requirement that EDCs install smart meters capable of communicating raw (un-validated) data on at least a near real-time basis to devices installed by either the customer or a customer-designated agent (such as an unlicensed third party). In the Companies' cases, use of Company smart meters will facilitate the offering of raw, near real-time consumption data to a customer's home area network ("HAN") using industry standard ZigBee technology.⁴ The Companies also anticipate that the HANs will utilize the public internet in the smart meter technical solution to connect authorized third parties to the customer home networks, allowing the authorized third party to retrieve information from the customer's home network, including the near real-time interval data from the Companies' smart meters. This is yet another source of interval data already in production through which the customer can authorize its non-licensed third parties access.

Given that this functionality has already been approved, is currently in development, and will provide all of the benefits of the web portal sought through this Tentative Order and with

⁴ ZigBee technology involves high-level communication protocols which are used to create personal area networks built from small, low-power digital radios.

much less risk to customer privacy, it seems only prudent to enable that functionality to become available before demands for additional third party access to customer data be developed for unlicensed entities be placed on EDCs. Doing so may lead to unnecessary risk to customer privacy, incurrence of incremental costs that may come without incremental benefits, and increased burdens and deployment times associated with systems supporting the transfer of customer data. Furthermore, the demand response services offered by CSPs require dispatch service and customer response within minutes (rather than days), demanding near real-time interval data to validate customer response. This means that providing access to HIU or BQIU as contemplated by the Tentative Order would not satisfy the needs of many unlicensed third parties. Therefore, any limitation on portal access to only EGSs is not likely to create a meaningful impact to CSPs. Further, the ZigBee network is the capability that the Companies anticipate that these market participants will take advantage of, as this platform permits the most effective interface with widely available CSP-installed equipment.

To the extent that the Commission does not find the previously-approved data access resources described above to be sufficient for use by unlicensed third parties, an alternative to ensuring protection of customer privacy would be for the Commission to establish a certification process that binds the third party to the same policies and procedures regarding protection of customer data that are required today for the EGS community. In this instance, EDCs would require a copy of the certifications, as well as require the completion of any EDC-specific registration and non-disclosure agreements before issuing the third party a website secure log on and password, following exactly the same process that EGSs use today. EDCs may also amend their existing supplier tariffs to accommodate this process extending to non-licensed third parties to ensure that the process, policies, and associated fees to support these entities are clearly outlined and consistently applied and governed. In this instance, EDCs would only be required to provide

third parties access to the SU-MR solution that would provide data for those customers who don't restrict their data from the ECL, or to require LOAs where information specific to a customer who has restricted their data is sought.

Functionality

As mentioned above, subject to concerns regarding those parties to be granted to access to such a solution, the Companies support the development of a web portal solution such as proposed by the WPWG to include data through both the SU-MR and StS methodologies. With respect to the data to be included through these solutions, providing twenty-four months of historic billed interval data, as well as up to roughly twenty-eight days of available BQIU data⁵ through the SU-MR format, as well as HIU data through the EDI 867 HIU transaction to EGSs, will meet the needs of EGSs in their sales, marketing and product development activities. EGSs have historically accessed such data on an account by account basis for interval meter customers through either a secure website, or through the EDI 867 HIU transaction. Providing that same level of service for smart metered customers as has historically been provided for interval metered customers should ensure that the needs of EGSs in their sales, marketing and product development activities are met. Separately, the StS solution to provide EGSs with rolling ten-day BQIU data will fill the gap that EDI does not currently support, as there is no ability to communicate non-billed interval usage through EDI. Further, the recommendation that access to this data be limited to licensed EGSs should be of no impact, as it has been specifically pointed out by members of the WPWG that the BQIU data retrieved from the solution will be used to allow EGSs to provide their customers feedback on consumption and offer customized products and services. The incremental StS functionality will also support improved daily forecasting scheduling by offering comparison

⁵ This timeframe assumes a thirty-day billing cycle and a forty-eight hour lag would leave you with up to twenty-eight days of BQIU data.

against detailed intervals, allowing EGSs to better estimate PJM charges. The reasons cited by NRG support StS implementation for current customer data to the EGS supplier of record, and the limitation of that data to a rolling ten-day BQIU service. The Companies agree with this limitation. Inclusion of HIU data in the StS solution is unnecessary, as this data is already available to licensed EGSs through an EDI transaction, as noted in the WPWG Solution Framework, as well as through the proposed SU-MR functionality. The expectation that EDCs build both the StS and SU-MR solutions eliminates the need for HIU to be incorporated into the StS Solution, therefore reducing redundancies and unnecessary expenditure of resources.

Timing

The Companies recognize the need for EGSs and other third parties to access the HIU and BQIU available from smart meters. However, the proposal as outlined in the Tentative Order should be modified to require the SU-MR and StS solutions be made available the later of twelve months from the date of a final order in this matter, or effective on the date that the individual EDC will have such BQIU data available from smart meters for its own use consistent with its Commission-approved smart meter deployment plan. Likewise, the SU-MR Solution should be available on the latter of eight months from the date of a final order in this matter, or the date that the EDC will have such HIU and BQIU data available from smart meters for its own use consistent with its Commission-approved smart meter deployment plan. Simply put, there is no reason to ask EDCs to make systems available to provide access to HIU and BQIU prior to the time when such data is available from smart meters under each EDC's Commission-approved smart meter deployment plan. For the Companies' part, the relevant smart meter data will be available beginning in the first quarter of 2017, which is the time by which the Companies propose that their solution be fully operational.

Costs and Cost Recovery

EDCs should be authorized to include the costs of compliance with the creation of the SU-MR and StS solutions in the cost of compliance with their respective smart meter deployment plans and associated recovery mechanisms. The Companies initially estimate the costs of implementation to support both the SU-MR and StS solutions as described herein to fall between \$400,000 and \$800,000, while the initial estimate for a portal to support only an SU-MR solution would fall between \$200,000 and \$300,000.

Commissioner Cawley Statement

In response to the questions posed by Commissioner Cawley in his Statement issued at this docket on April 23, 2015, the Companies offer the following:

- 1) What are the implementation costs for the SU-MR option, as well as the StS solution?**

Initial estimates of the costs associated with implementation of both the SU-MR and StS solutions as described herein fall between \$400,000 and \$800,000, while the initial estimate for a portal to support only an SU-MR solution would fall between \$200,000 and \$300,000.

- 2) Assuming the StS functionality is to be implemented, what are the incremental costs of the SU-MR option? In other words, are the implementation costs for the SU-MR solution reduced if the StS Solution is implemented?**

Implementation costs associated with the SU-MR solution are not reduced by implementing the StS Solution. In fact, the StS Solution requires functionality incremental to the SU-MR solution and will require individual user testing similar to current EDI testing. However, implementation of the SU-MR and StS solutions in general will increase the costs associated with the Companies' smart meter deployment plan. Therefore, the Companies are proposing that the Commission specifically recognize that the cost of

providing the SU-MR and StS solutions are costs incurred under EDCs' smart meter deployment plans and authorize inclusion of these costs in each EDCs' respective recovery methodology.

3) Can the Green Button solution serve as an effective substitute for the SU-MR option?

No. Green Button's functionality is not at a point in its development to make it a viable solution to making the subject data available to the extent considered here at this time. Although created in 2011, Green Button has historically been ineffective in ensuring that customers' personal identifying information is not contained in the energy data it provides. In addition, the WPWG has noted that the Green Button initiative does not appear to be setting the standard in jurisdictions outside of Pennsylvania on the basis that additional development would be required before it could be effectively adopted over a more simplified approach that focuses solely on the vital usage data sought via these considerations.⁶ Because the Companies are developing a secure web portal through which they will be able to provide the same information that Green Button can provide, the use of Green Button as a substitute is not necessary at this time and would be redundant.

4) If the Green Button solution is currently not an effective substitute, can its functionality or access limits be modified, and at what cost, to make it suitable for this purpose?

The Companies have not formally analyzed the possibility of or costs associated with modifying Green Button to be able to serve as a substitute. However, as mentioned previously, identical information to that which Green Button provides is already or will soon be available to customers through existing means. Therefore, it is unlikely that the effort to modify Green Button's functionality or access limits would be cost effective, even

⁶ WPWG Solution Framework at 22.

if possible. Moreover, modifying access limits or functionality of the Green Button is not supportive or conducive to standardization for this purpose. Although the Green Button initiative was intended to create a standard, a review of the Energy Services Provider Interface (ESPI) on which the Green Button initiative is based “found no synergies with ESPI from a system-to-system perspective.”⁷ Conversely, the WPWG Solution Framework presented to the Commission would provide standardized energy data for the over 5.6 million consumers of electricity across the seven largest EDCs in Pennsylvania. For these reasons, the Companies support the WPWG recommendation that, to the extent there is significant interest in exploring Green Button initiatives in the future, those discussions be convened at a later date in order to allow for increased maturity and adoption and instead proceed at this time with a more simplified proposal.

- 5) **Is it practical for all system users to use the StS solution, or is this more costly and burdensome than the SU-MR solution for lower data volume users?**

The StS solution is only viable as a vehicle to provide EGSs with ten days of rolling BQIU data for the customers that they are currently serving. From the Companies’ perspective, the solution is better suited for those users that are technically capable of supporting a StS solution and is not nearly as practical a solution for lower volume users. Any further response is best provided by non-EDC market participants.

- 6) **What other standards are appropriate for this working group to establish in order to assure that a consistent solution is developed across all EDCs?**

The Companies recommend that this working group continue to work with the Commission to develop an alternative option for non-licensed third parties to develop a

⁷ WPWG Solution Framework at 23.

certification process that binds a third party to the same policies and procedures regarding customer data that are required for EGSs, as discussed in further detail, *infra*.

III. CONCLUSION

Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company appreciate the opportunity to provide comments regarding the establishment of a web-based solution to providing access to customers' interval usage data to EGSs and other third parties, as well as the timelines and cost recovery mechanism associated therewith.

Respectfully submitted,

Dated: May 26, 2015



Tori L. Giesler
Attorney No. 207742
Lauren M. Lepkoski
Attorney No. 94800
FirstEnergy Service Company
2800 Pottsville Pike
P.O. Box 16001
Reading, PA 19612-6001
Phone: (610) 921-6658
Fax: (610) 939-8655
Email: tgiesler@firstenergycorp.com

Counsel for:
Metropolitan Edison Company,
Pennsylvania Electric Company,
Pennsylvania Power Company and
West Penn Power Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Submission of the Electronic Data :
Exchange Working Group's Web Portal :
Working Group's Solution Framework for : **Docket No. M-2009-2092655**
Historical Interval Usage and Billing :
Quality Interval Use :

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by first class mail, as follows:

John R. Evans
Office of Small Business Advocate
Suite 1102, Commerce Building
300 North Second Street
Harrisburg, PA 17101

Tanya J. McCloskey
Office of Consumer Advocate
555 Walnut Street, 5th Floor Forum Place
Harrisburg, PA 17101

Johnnie E. Simms
Bureau of Investigation and Enforcement
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Dated: May 26, 2015



Tori L. Giesler
Attorney No. 207742
FirstEnergy Service Company
2800 Pottsville Pike
P.O. Box 16001
Reading, Pennsylvania 19612-6001
(610) 921-6658
tgiesler@firstenergycorp.com