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August 1, 2017

VIA ELECTRONIC FILING

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

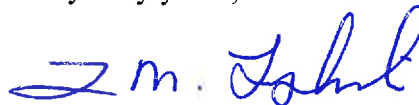
Re: *Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of their Smart Meter Deployment Plans;*
Docket Nos. M-2013-2341990, M-2013-2341991, M-2013-2341993 and M-2013-2341994

Dear Secretary Chiavetta:

Enclosed for filing on behalf of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company is the 2017 Smart Meter Technology Procurement and Installation Plan Annual Progress Report for the twelve-month period ended June 30, 2017 in the above-referenced proceeding.

Please contact me with any questions you may have. Copies of this filing have been served as indicated in the attached certificate of service.

Very truly yours,



Lauren M. Lepkoski

dln
Enclosures

c: The Honorable Elizabeth H. Barnes (via email and first class mail)
The Honorable Katrina L. Dunderdale (via email and first class mail)
The Honorable Dennis J. Buckley (via email and first class mail)
Bureau of Audits (via first class mail)
Bureau of Technical Utility Services, Reliability and Emergency Preparedness
Section (via first class mail)
Certificate of Service

**Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Metropolitan Edison Company
Pennsylvania Electric Company
Pennsylvania Power Company
West Penn Power Company**

**Docket No. M-2013-2341990
Docket No. M-2013-2341994
Docket No. M-2013-2341993
Docket No. M-2013-2341991**

**2017
ANNUAL PROGRESS REPORT
SMART METER TECHNOLOGY PROCUREMENT
AND INSTALLATION PLAN**

(For the Twelve-Months Ended June 30, 2017)

August 1, 2017

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I. INTRODUCTION

Pursuant to the Implementation Order entered by the Pennsylvania Public Utility Commission (“Commission”) on June 24, 2009, at Docket No. M-2009-2092655,¹ Metropolitan Edison Company (“Met-Ed” or “ME”), Pennsylvania Electric Company (“Penelec” or “PN”), Pennsylvania Power Company (“Penn Power” or “PP”) and West Penn Power Company (“West Penn” or “WPP”) (collectively, the “Companies”) submit this smart meter progress report for the twelve-months ended June 30, 2017 (“Current Reporting Period”). This report provides an update on events that have taken place since the Companies’ last report submitted on August 1, 2016, at Docket Nos. M-2013-2341990, M-2013-2341991, M-2013-2341993 and M-2013-2341994, which covered the twelve-months ended June 30, 2016 (“Prior Reporting Period”).

II. DEPLOYMENT

The Companies’ Revised Deployment Plan² (“Approved Deployment Plan”) continues to be executed as part of the Commission-approved Smart Meter Implementation Plan (“SMIP”). Consistent with this plan, the eighteen-month Solution Validation Stage (“SVS”) was successfully completed in Penn Power’s service territory on December 31, 2015. Full-scale deployment of smart meters in the other Companies’ service territories began in 2016 and continues in 2017. As of June 30, 2017, the project remains on schedule.

The Companies made significant progress during the Current Reporting Period. At the end of the Prior Reporting Period, less than 500,000 meters had been installed. On May 18, 2017, the Companies installed their one millionth meter. As more fully discussed below, Penn Power’s smart meter system is virtually complete and the smart meter infrastructure continues to be built out in the other Companies’ service territories. While the system meets all fifteen functionality requirements established either through Act 129 or the Commission’s Implementation Order, three have not yet been fully implemented as of June 30, 2017: (i) Remote Connect/Disconnect;³ (ii) Real Time Pricing/Time of Use Programs;⁴ and (iii) Net Metering Capabilities. Each of these three activities will be completed consistent with the timelines set forth in the Approved Deployment Plan.

Penn Power Status:

As of June 30, 2017, the smart meter project in Penn Power’s service territory is virtually complete and operational. Nearly all Penn Power customers have received smart meters and are being billed automatically through the smart meter system.⁵ As a result, the physical meter reading function has essentially been eliminated in Penn Power’s service territory. Register billing enablement and interval

¹ *In re Smart Meter Procurement and Installation*, Docket No. M-2009-2092655 (Order entered June 24, 2009) (“Implementation Order”), p. 14.

² The Commission approved this plan in the case of *in re Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company For Approval of Their Smart Meter Deployment Plan*, Docket Nos. M-2013-2341990, M-2013-2341991, M-2013-2341993, and M-2013-2341994 (Order entered June 25, 2014).

³ The Companies are planning to implement a voluntary remote connect/disconnect pilot in Penn Power’s service territory during the third quarter of 2017.

⁴ The Companies currently offer these programs through their legacy metering systems.

⁵ There are approximately 600 smart meters still to be installed in Penn Power’s service territory. These remaining smart meters will replace current meters that are either difficult to access or have time of use, bi-directional or interval metering capabilities. These meters will be replaced consistent with the timelines set forth in the Approved Deployment Plan.

metering capabilities were initiated in August 2016 and February 2017, respectively. However, the Companies will not bill based on the latter until back office system updates are completed, which, consistent with the Approved Deployment Plan, are scheduled for 2019. In May 2017, Penn Power customers were notified through bill messages of portal availability which is accessible through FirstEnergy’s website at <https://www.firstenergycorp.com> and allows customers to view their daily and hourly usage.

In sum, the Penn Power system was completed on schedule and is working as planned. Since transitioning to automated billing, there has been a significant reduction in billing exceptions and estimated meter reads. This transition to automated billing contributed to the Companies beginning to realize savings directly related to the installation of smart meters. These savings are more fully discussed in Section VI (“Financial Analysis / Cost Recovery”) of this report.

Current Deployment:

Deployment of smart meters in the other Companies’ service territories continues to be on schedule consistent with the timelines set forth in the Companies’ Approved Deployment Plan. All installed smart meter systems are functioning properly, with communication and estimated read rates consistent with expectations. A significant number of smart meters have been certified for billing in each of the other Companies’ service territories, thus allowing automated billing to commence and providing those customers with access to their energy usage through the internet portal discussed above.

As of June 30, 2017, over one million meters and, combined, over 2400 connected grid routers (“CGRs”) and range extenders (“REs”), along with the related infrastructure, have been deployed in the Companies’ service territories as shown below:

	<u>Meters</u> <u>(000s)</u>	<u>CGRs</u>	<u>REs</u>
Met-Ed	259	169	79
Penelec	426	438	789
Penn Power	167	116	491
West Penn	<u>206</u>	<u>189</u>	<u>153</u>
Total	1,058	912	1,512

For a summary of additional smart meter metrics⁶ and cumulative costs as of June 30, 2017, see attached Exhibit A.

⁶ On April 9, 2015, the Commission approved a Joint Petition for Partial Settlement in each of the Companies’ respective base rate cases. See *Pennsylvania Public Utility Commission v. Metropolitan Edison Company*, Docket No. R-2014-2428745 (Order entered April 9, 2015); *Pennsylvania Public Utility Commission v. Pennsylvania Electric Company*, Docket No. R-2014-2428743 (Order entered April 9, 2015); *Pennsylvania Public Utility Commission v. Pennsylvania Power Company*, Docket No. R-2014-2428744 (Order entered April 9, 2015); and *Pennsylvania Public Utility Commission v. West Penn Power Company*, Docket No. R-2014-2428742 (Order entered April 9, 2015) (hereinafter collectively, “2014 Rate Cases”). As part of this settlement, the Companies agreed to provide certain information related to smart meter deployment, which is also included in Exhibit A and denoted by an asterisk (*).

During the Current Reporting Period, the Companies continued to address the disputed installations and 60 Amp round meter socket repair issues that were both discussed in the Companies' last annual status report. Below is an update on the progress made in both of these areas.

Disputed Installations: After the completion of a successful pilot study in Penn Power's service territory, the Companies implemented an effective, proven process for resolving disputed installations system-wide during Full-Scale Deployment in each of the Companies' service territories. With more than one million meters installed, there are only 330 (0.03%) active disputed installations as of June 30, 2017.

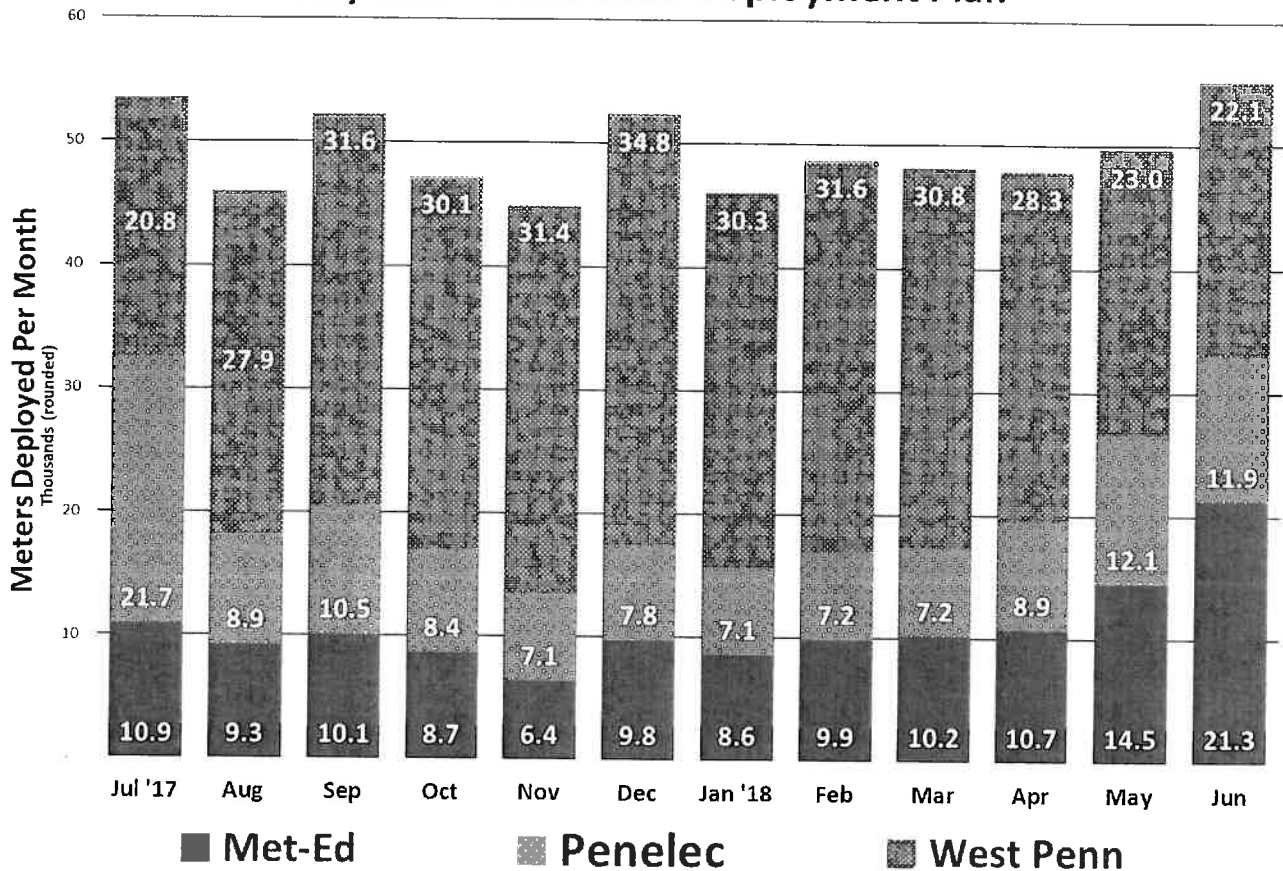
60 Amp Round Meter Socket Repairs: Prior to Full-Scale Deployment, the Companies discovered approximately 75,000 60 amp round meter sockets throughout the Companies' service territories in need of repair at an estimated cost of approximately \$ 52.5 million. The costs for this repair work exceeded the costs originally estimated for maintenance/repair work included in the Approved Deployment Plan. The Companies informed both the Commission Staff and other customer advocates of this issue and, on June 27, 2016, the Companies submitted a letter to the Secretary of the Commission providing public notice of the same to all interested parties. No party filed comments or expressed opposition in response to the Companies' letter.

As of June 30, 2017, over 12,000 meter sockets have been repaired. It is anticipated that all round meter socket repairs in Penn Power's service territory will be complete by the end of 2017, and in the other Companies' service territories by 2019.

Future Deployment:

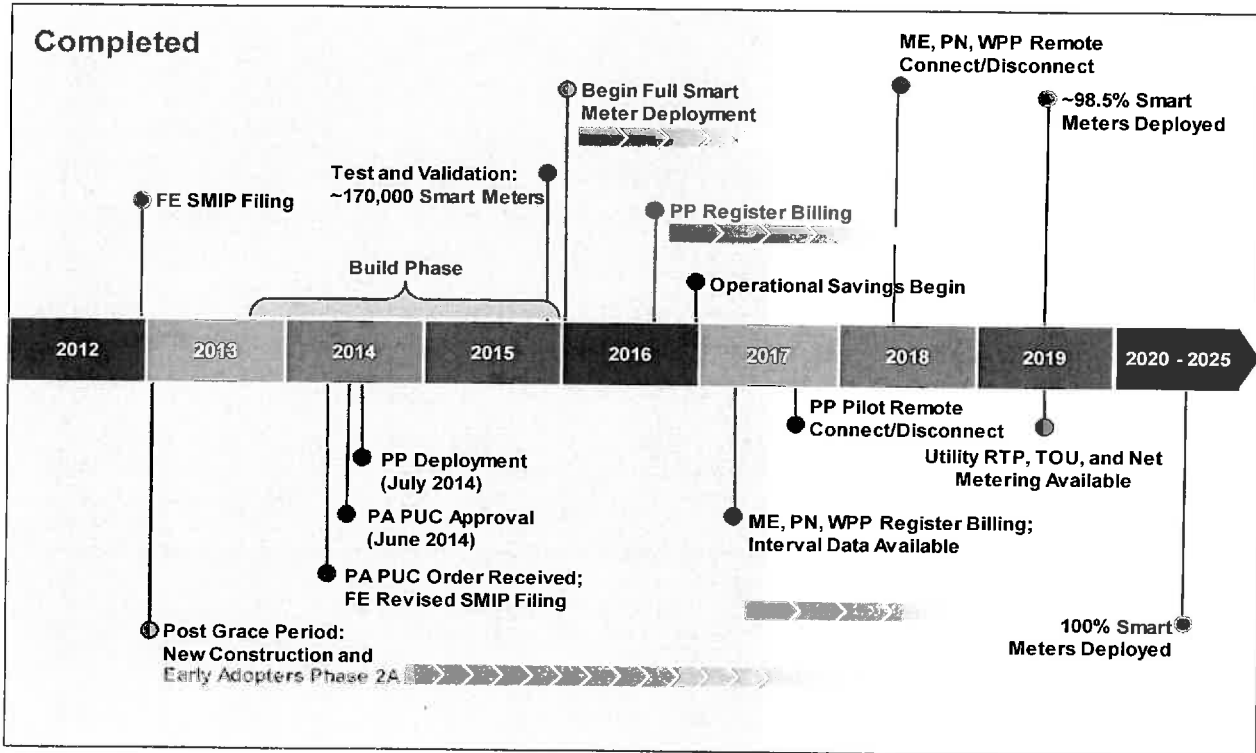
Based on current information and absent any unforeseen events, the Companies anticipate installing approximately 592,000 smart meters during the period July 1, 2017 through June 30, 2018 (“Next Reporting Period”). The anticipated meter deployment schedule for each of the Companies during this time frame is set forth below:⁷

July 2017 – June 2018 Deployment Plan



⁷ 2017-2018 deployment schedule maps for each of these Companies, along with communities that will receive smart meters during the Next Reporting Period can be found on FirstEnergy’s website at: <https://www.firstenergycorp.com/help/pa-smartmeter/schedule.html>.

Similarly, based on current information and absent any unforeseen events, the Companies anticipate the project will continue to follow the timeline set forth below:



III. REGULATORY

Consistent with the Commission's directive to the Companies to work with stakeholder groups during smart meter deployment, the Companies held a number of collaboration meetings during the Current Reporting Period. The Commission also directed the Companies to report on multi-jurisdictional smart meter related costs. Both are discussed below.

Collaboration:

Stakeholder Meetings: The Companies hosted stakeholder meetings in Harrisburg, Pennsylvania, on November 3, 2016 and April 25, 2017. These meetings provided timely updates on the status of the Companies' implementation of the Approved Deployment Plan. In addition to providing an update on deployment and the anticipated smart meter deployment schedule, the Companies also summarized the status of various other issues, including billing enablement, customer and supplier portals, disputed installations, round socket repairs, remote connections/disconnections, customer privacy and cyber security.

Electronic Data Exchange Working Group ("EDEWG") Web Portal Meetings: Pursuant to Commission order,⁸ the Companies developed a supplier web portal consistent with the Commission's solution framework as set forth at:

http://www.puc.pa.gov/utility_industry/electricity/edewg_files_for_downloading.aspx.

The Companies hosted supplier webinars on October 25 and 27, 2016 in which the Companies demonstrated how to access the portals for three distinct functions: (i) Single User – Multiple Requests; (ii) System-to-System Rolling Ten Days; and (iii) System-to-System Historical Interval Usage. The Companies also explained the prerequisites for gaining access to the portal; the timing of interval enablement (first quarter of 2017); and the information that would be provided through the portal.

Stakeholder Interval Data Webinar: The Companies hosted supplier webinars on February 28, 2017 and March 2, 2017 with an emphasis on interval data. In these meetings, the Companies explained their interval data implementation plan and the PJM settlement process using interval data. The Companies also reiterated the process for accessing interval data through the portal as explained in the prior October 2016 webinars.

Other: In addition to these formal meetings, the Companies continue with their open door policy to answer any questions or address any specific concerns raised by interested parties.

Cost Allocation of SMIP Costs Among Sister Utilities In Other States:

In its March 6, 2014 Order, the Commission ordered the Companies "to provide a report with their next SMT-C filing that identifies expenditures on all components of their [Approved Deployment] Plan that have the potential to benefit their sister utilities in other states when they

⁸ See generally, *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, (Final Order entered Sept. 3, 2015).

begin deploying smart meters and that describes the method through which the Companies will receive credit from FirstEnergy Service Company for those expenditures.”⁹ The Commission further ordered “that to the extent any system upgrades are currently being utilized by the Companies’ sister utilities, the Companies are directed to properly allocate those costs to the sister utilities.”¹⁰

Currently, none of the Companies’ sister utilities in other states are deploying smart meters and, therefore, no Pennsylvania smart meter related costs are being allocated to those utilities.¹¹ If and when smart meter deployment outside of Pennsylvania occurs, the Companies, as part of their SMT-C filing, will provide a report that identifies expenditures on all components of their Approved Deployment Plan that have the potential to benefit their sister utilities in other states, and will propose a method by which said costs will be shared by those other utilities.

IV. PROGRESS ON THE END-TO-END SOLUTION

Generally, the Companies’ end-to-end solution is complete. As previously reported, fundamental connectivity was tested and verified in 2014. The same was completed for baseline operations in 2015 and 2016, with data validation and synchronization occurring during this same timeframe. As already discussed, billing enablement is complete in Penn Power’s service territory and is progressing in the other Companies’ service territories.

There is one notable change since the Companies filed last year’s status report. The Companies’ current customer portal vendor will discontinue support for the existing portal software in 2018. Thus, the Companies have selected a new portal vendor that will be providing this service on a going forward basis and are in the process of transitioning to this new system by mid-2018.

V. BUSINESS AND OPERATIONAL READINESS

As the Companies indicated in their 2017 management progress report,¹² the Companies were investigating a potential interim solution to improve their estimated meter read rates through a process that would allow the Companies to utilize smart meter readings prior to full-scale deployment.¹³ This process was implemented during the Current Reporting Period and allows the Companies’ meter reading departments to directly poll smart meters and enter the data to hand held devices prior to the smart meter system’s billing features becoming fully functional. This process contributed to a significant

⁹ *Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company For Approval of Their Smart Meter Deployment Plan*, Docket Nos. M-2013-2341990, M-2013-2341991, M-2013-2341993, and M-2013-2341994, p. 47 (Final Order entered March 6, 2014).

¹⁰ *Id.*

¹¹ On February 28, 2016, the Ohio FirstEnergy Companies filed a proposed Grid Modernization business plan with the Public Utility Commission of Ohio in Case No. 16-0481-EL-UNC. This proposed plan included a timeline for the Companies to achieve full smart meter implementation with data and transfer capabilities and examples of grid modernization initiatives. To date, no action has been taken by the Ohio Commission on the proposed plan.

¹² *Implementation Plan for the Focused Management and Operations Audit of [the Companies]*, Docket Nos. D-2013-2365991, D-2013-2365992, D-2013-2365993, D-2013-2365994, Implementation Plan Progress Report (February 1, 2017) (hereinafter “2017 Operations Progress Report”).

¹³ 2017 Operations Progress Report, p. 74.

reduction in estimated read rates and also allowed the Companies to accelerate the elimination of manual meter reading activities. The savings resulting from this interim process and the coincident elimination of meter reading activities in the Companies' service territories with bill certified smart meters, are discussed in Section VI ("Financial Analysis / Cost Recovery") of this report.

As previously reported, communications, training, and workshops were developed to finalize the capabilities that will support smart meter operations throughout deployment and into steady state activities. As detailed in the Companies' Communication Plan, the "90-60-30" day communication strategy continues to be followed. During the Reporting Period, the Companies enhanced the smart meter section of the Companies' website by adding information regarding Home Area Network Devices. They also developed several new internal employee workshops in the areas of (i) Interval Enablement; (ii) Remote Connect/Disconnect; (iii) Network Optimization and Mitigation; (iv) Interval Billing; and (v) Portal Design, all of which will be utilized in future employee training.

The Companies continue to monitor smart meter related customer interactions, which to date include over 1.5 million direct mail pieces (letters or brochures), more than 110,000 customer website visits, and more than 12,000 customer calls to the call center. Additional customer-related metrics may be found in Exhibit A.

VI. FINANCIAL ANALYSIS / COST RECOVERY

In response to the requirements of Act 129 and subsequent Commission Orders, the Companies, with the assistance of outside consultants, developed a detailed smart meter financial analysis model ("Financial Model") to estimate and analyze the future costs and potential operational cost savings associated with the smart meter program. In addition to its many other responsibilities, the Program Management Office ("PMO") is charged with ensuring that this Financial Model is updated to reflect the most current project-related information. During the Reporting Period, the PMO focused much of its efforts on benefits realization, ensuring that it could properly track savings realized from the installation of smart meters, as well as properly identify those savings not already included in base rates. These activities are more fully discussed below.

Cost Recovery Overview:

For purposes of measuring savings related to the installation of smart meters, baselines of pre-existing cost levels were identified for the following categories: (1) Meter Reading; (2) Meter Services; (3) Back Office; (4) Contact Center; (5) Reduction of Theft of Service; (6) Revenue Enhancements; (7) Avoided Capital Costs; (8) Distribution Operations; and (9) Load Research.¹⁴ Only if actual costs are less than the established baselines will those savings flow through the Companies' SMT-C Rider rates.

¹⁴ The Companies' established baselines for various categories of potential savings in the 2014 Rate Cases. See generally, 2014 Rate Cases, Order entered April 9, 2015. These baselines were updated by partial settlement filed with the Commission on October 14, 2016 in *Pennsylvania Public Utility Commission v. Metropolitan Edison Company, et al*, Docket Nos. R-2016-2537349 (Met-Ed), R-2016-2537352 (Penelec), R-2016-2537355 (Penn Power), and R-2016-2537359 (West Penn) (hereinafter collectively, "2016 Rate Cases"), and approved in an Opinion and Order (at page 47) entered in the same dockets on January 19, 2017. With these approvals, smart meter revenue requirements were incorporated into base rates and the Companies' SMT-C Riders were reset to zero. The Companies may periodically file for future adjustments to the SMT-C Riders in order to adjust for costs in excess of those included in rates and to flow back realized savings resulting from the installation of smart meters.

Savings Benefits Realization:

With billing enablement and certification completed in Penn Power's service territory and progressing in the other Companies' territories, the Companies began to realize savings directly related to the installation of smart meters during the Current Reporting Period. As of June 30, 2017, the Companies booked savings of almost \$5 million, most of which is attributable to meter reading efficiencies. Approximately \$2.3 million of the meter reading savings was the result of the interim meter reading process described above that allowed the Companies to poll smart meters remotely prior to the smart meter billing system becoming fully functional and, thus, accelerate the creation of smart meter related savings for customers when compared to that which was originally anticipated in the Companies' Approved Deployment Plan. Other savings occurred in the back office as a result of fewer billing issues needing to be resolved. Below is a summary of the savings realized during the Current Reporting Period:

	Penn Power	Met-Ed	Penelec	West Penn	Total
	(\$ Millions)	(\$ Millions)	(\$ Millions)	(\$ Millions)	(\$ Millions)
Meter Reading	1.75	0.87	0.77	1.20	4.59
Back Office	<u>0.04</u>	<u>0.04</u>	<u>0.05</u>	<u>0.03</u>	<u>0.16</u>
Total	1.79	0.91	0.82	1.23	4.75

On August 1, 2017, the Companies each filed their respective SMT-C Rider rates and tariff supplements for Commission approval,¹⁵ which are proposed to be effective January 1, 2018. The savings to be refunded back to customers will be reflected in those rates at that time.

VII. LOOK AHEAD

The Companies are approximately halfway through their smart meter project. The Companies anticipate continuing deployment of smart meters during the Next Reporting Period in a manner similar to that which was done during the Current Reporting Period, and will continue to address disputed installation issues, 60 AMP round meter socket repairs and the implementation of the voluntary remote connect/disconnect procedures. During the Next Reporting Period, additional focus will likely be placed on the completion of the back office systems, the development of interval billing capabilities and the transition to more of a steady state operation as the project gets closer to completion. In addition, the Companies recently discovered a potential technology issue related to their backhaul communication solution. Their primary communications carriers have indicated that they will be phasing out their 3G communication systems and focusing on upgrading to the 4G technology over the next several years. While not an immediate issue, the Companies, during the Next Reporting Period, will start to assess potential solutions in order to keep their smart meter system compatible with such technological changes.

¹⁵ See *Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company and Pennsylvania Power Company for Approval of Smart Meter Technology Procurement and Installation Plan*, Docket No. M-2009-2123950 (Order dated June 9, 2010); see also *Petition of West Penn Power Company d/b/a Allegheny Power for Expedited Approval of its Smart Meter Technology Procurement and Installation Plan*, Docket No. M-2009-2123951 (Order dated June 30, 2011).

VIII. CONCLUSION

In sum, the Companies are following the Approved Deployment Plan without any material modifications. The number of meters installed, as well as the deployment costs and benefits to date, generally comport with the overall projections included in the Approved Deployment Plan.¹⁶ The Companies have not encountered any significant problems with any of the components selected as part of their smart meter solution and the system is operating as expected.

Met-Ed, Penelec, Penn Power, and West Penn thank the Commission for the opportunity to provide a status update on their Smart Meter Implementation Plan and would be pleased to answer any questions the Commission or its Staff may have.

¹⁶ A limited exception relates to the Companies' 60 amp meter socket repairs that were discussed earlier in the report.

Exhibit A
Smart Meter Costs and Metrics
For the 12 Months Ending June 30, 2017

SMART METER COSTS (CUMULATIVE AT JUNE 30, 2017):

	Capital (\$ Millions)	O&M (\$ Millions)	Total (\$ Millions)
IT Hardware/Software	54.4	17.2	71.6
IT Labor/Contractor	50.2	16.4	66.6
Bus. Unit Labor/Contractor	0.1	101.2	101.3
Bus. Unit Other	1.5	21.4	22.9
Meter Installation/Network Install	<u>222.2</u>	<u>8.6</u>	<u>230.8</u>
Total	328.4	164.8	493.2

SMART METER DEPLOYMENT METRICS (AS OF JUNE 30, 2017):

Smart Meters Deployed (000s)*	1,058
Smart Meters Deployed and Communicating (000s)*	962
Smart Meters Certified for Billing (000s)	399
Smart Meters Deployed for New Construction* (000s)	30
Early Adopters*	1
Customers With Home Area Network (HAN) Devices*	10
CGRs Installed	912
Range Extenders Installed	1,512
Formal PUC Complaints Open/Closed (Current Reporting Period only)*	
Installation	9 / 2
AMI Functionality or Accuracy	0 / 0
HAN Related	0 / 0
Other	0 / 0
Informal Customer Complaints Open/Closed (Current Reporting Period only)*	
Installation	25 / 42
AMI Functionality or Accuracy	2 / 14
HAN Related	0 / 0
Other	0 / 0
Estimated Reduction in Greenhouse Gas Emissions* ¹⁷	96 MT CO ₂ e
Voltage/Var Controls (Number/Percentage)* ¹⁸	0 / 0%

* Denotes Metrics Reported Pursuant to Agreement in 2014 Rate Cases.

¹⁷ This metric reflects cumulative reductions in greenhouse gasses associated with meter reader vehicles as a result of fewer manual meter reads being necessary during the Reporting Period.

¹⁸ This metric reflects the total number and percentage of distribution lines utilizing sensing from AMI meters as part of the Companies' voltage regulation scheme.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of their Smart Meter Deployment Plans	:	Docket No. M-2013-2341990
	:	M-2013-2341991
	:	M-2013-2341993
	:	M-2013-2341994
	:	

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 and electronic mail, as follows:

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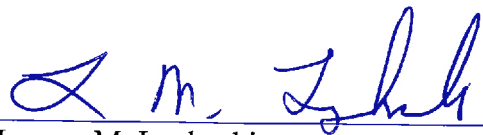
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