July 10th, 2026

Via E-Filing

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

Re: Distributed Energy Resources Participation in Wholesale Markets Docket No. L-2023-3044115

Dear Secretary Homsher:

Enclosed for filing please find the reply comments of Mission:data Coalition to the above-referenced Notice of Proposed Rulemaking Order. Please contact me with any questions.

Respectfully submitted,

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BEFORE THE
PENNSYLVANIA PUBLIC SERVICE COMMISSION

Distributed Energy Resources Participation in Wholesale Markets	:	Docket No. L-2023-3044115

REPLY COMMENTS OF MISSION:DATA COALITION
TO THE NOTICE OF PROPOSED RULEMAKING ORDER

I. INTRODUCTION

Pursuant to the Pennsylvania Public Utility Commission's (Commission) December 18th, 2025 *Notice of Proposed Rulemaking on Distributed Energy Resources Participation in Wholesale Markets*, Mission:data Coalition (Mission:data) hereby submits these reply comments.

II. WITH BROAD SUPPORT FOR DATA ACCESS RULES PROPOSED BY MISSION:DATA, ONE ADDITIONAL COMMENT PERIOD IS WARRANTED BEFORE FINALIZING DETAILED DATA ACCESS RULES

As an initial matter, Mission:data observes that a majority of stakeholders representing energy management, demand response and environmental interests support Mission:data's recommendations – namely, that the Commission should not delegate its authority to the Electronic Data Exchange Working Group (EDEWG) and that detailed data access rules must be adopted by the Commission. For example, Earth Justice Advocates recommends adoption of Green Button Connect, matching

Mission:data's recommendation, and argues against delegation to EDEWG.[1] Earth Justice Advocates states that detailed Commission rules are necessary to avoid self-preferencing or favoritism of electric distribution companies (EDCs) or their affiliates;[2] the same concerns motivated Mission:data to draft detailed rules.[3] Similarly, The Energy Efficiency Alliance (EEA) argues against delegation of detailed rules to EDEWG on due process grounds, stating that doing so violates the Pennsylvania Constitution.[4] EEA states that detailed rules are necessary in order to address specifics such as customer interval usage data, billing data, and other customer information.[5] Natural Resources Defense Council (NRDC) has concerns about delegating data access matters to EDEWG, stating that detailed requirements must be established by the Commission in order to incorporate the information that PJM requires of aggregators.[6] Keystone Energy Efficiency Alliance (KEEA) supports the adoption of Mission:data's proposed rules as drafted.[7] Finally, UtilityAPI also requested the Commission rescind its direction to the EDEWG and promulgate rules to resolve interval data sharing issues.[8]

Each of the stakeholders cited above has agreed that the NOPR's § 57.265(a) is insufficient. Given this broad agreement, as well as stakeholders' alignment on the need for the Commission to address the specific data held by EDCs that is needed by distributed energy resource (DER) aggregators, Mission:data believes that our proposed rules represent a reasonable starting point for Commission decision-making.

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[1] *Comments of the Earth Justice Advocates* at 15.
[2] *Id.* at 17-18.
[3] *Comments of Mission:data Coalition* at 21.
[4] *Comments of The Energy Efficiency Alliance* at 1-2.
[5] *Id.* at 2.
[6] *Comments of Natural Resources Defense Council* at 9-10.
[7] *Comments of Keystone Energy Efficiency Alliance* at 2.
[8] *Comments of UtilityAPI at 3.*

Below, Mission:data explains why the positions of the EDCs regarding data sharing matters should be rejected and why their concerns are misplaced.

Given the conceptual agreement among energy management and environmental commenters, Mission:data believes the most reasonable path forward is to allow one additional round of written comments, focused on Mission:data's proposed rules, after which the Commission should make a decision based on the record. Ultimately, a timely Commission decision is necessary because data access is a longstanding and unresolved issue, and the Commission is the only body with the authority to address it.[9] Mission:data has made minor improvements to our June 10, 2026 proposed rules, which we include in Appendix A, as further described below.

III. INITIAL COMMENTS WARRANT SMALL IMPROVEMENTS TO MISSION:DATA'S PROPOSED RULES REGARDING SETTLEMENT DATA HELD BY EDCs

After reviewing comments from stakeholders such as the Energy Association of Pennsylvania (EAP) and further reviewing PJM's requirements, we propose amendments to our proposed rules in order to address two points regarding customer data. The first concerns the accessibility of settlement quality usage data. The term "settlement quality data" relates to post-event usage data that is required by PJM. Rather than transmitting such information to customer-authorized data recipients within 48 hours, Mission:data has amended our proposed rules to 24 hours, consistent with

[9] "Neither a working group, FERC nor PJM can resolve questions of access to data held by EDCs." *Comments of Mission:data Coalition* at 15-17.

PJM requirements.[10] This change would bring the Commission's rules into closer alignment with PJM's, thereby avoiding situations in which delays from EDCs would disqualify large numbers of residential and small commercial customers from participation at PJM. We note that this modification does not apply to telemetry data.

The second modification concerns real-time usage data. This topic is related to the next generation of advanced metering infrastructure (AMI) known as AMI v2.0. The bulk of Pennsylvania's first generation of advanced meters were installed during the period 2012-2015, and with a lifetime of only 15 years, replacements are coming soon. AMI v2.0 meters come with Wi-Fi capabilities by default, allowing real-time usage data to be shared with energy management firms or aggregators directly from the meter, without first going back to the EDC. Wi-Fi connectivity provides tremendous benefits to customers, such as direct bill savings from "smart" devices and appliances that modulate their power draws according to real-time, whole-premise usage data. Real-time usage data also enables residential and small commercial customers to participate at scale in ancillary services markets at PJM where real-time telemetry data is required.

Once a utility deploys AMI v2.0, EDCs should be required to facilitate the sharing of real-time usage data of any third party of the customer's choice in a convenient, secure, and non-discriminatory manner. To be clear, Mission:data is not proposing that Chapter 57 itself should trigger AMI v2.0 deployment. Rather, the Commission should determine the scope and timing of meter replacements in other venues. But once AMI

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[10] "Meter data must be submitted one business day after the operating day." *DER Aggregator Participation Model: Full Model Design*. Presentation by PJM DISRS Subcommittee dated March 9, 2026 at 77. Available at https://www.pjm.com/-/media/DotCom/committees-groups/subcommittees/disrs/2026/20260309/20260309-item-05---updated-der-aggregator-participation-model---full-model-design---informational-only.pdf

v2.0 meters are deployed, Chapter 57 rules should ensure that customers automatically begin receiving benefits of the new technology if the customer wishes. This modification efficiently prepares the Commission for AMI v2.0 deployment by avoiding the need to revisit Chapter 57 rules in one or two years' time as meters are gradually replaced. The modification is also consistent with long-standing Commission policy since 2009 regarding advanced metering that requires EDCs to provide "15 minute or shorter interval data to customers, EGSs and third parties….consistent with the data availability, transfer and security standards adopted by the RTO [regional transmission organization]."[11]

AMI v2.0 is not speculative; we note that PECO's AMI v2.0 deployment plan was recently approved by the Commission.[12] In the coming years, all customers across Pennsylvania will have their meters replaced, and Wi-Fi broadcast capabilities will be sitting on the side of virtually every home and business in the Commonwealth. The only question is whether and how the Commission seizes this opportunity to benefit customers and facilitate DER participation in wholesale markets. Mission:data recently published model policies for real-time data access, and sections of the model policy that are relevant to the recommended rules are included within Appendix A.[13]

IV. RESPONSE TO STAKEHOLDER COMMENTS

A) Reply to PECO Energy Company (PECO)

[11] *Smart Meter Procurement and Installation Implementation Order* (Docket No. M-2009-2092655), entered June 24, 2009 at 7.
[12] Petition of PECO Energy Company for Approval of Its Third Electric Long-Term Infrastructure Improvement Plan for the Period January 1, 2026 through December 31, 2030, Docket No. P-2025-3056987
[13] *Model Policy: Real-Time Usage Data From Smart Meters*. Mission:data Coalition. July 2026. Available at https://www.missiondata.io/s/Model-policy-real-time-usage-data.pdf

§ 57.265 of the NOPR states that "EDCs shall provide DERA access to Component DER data upon consent of the DER operator in a format approved by the Commission." In initial comments, PECO claims that using the term "shall" imposes more rigid obligations than the Commission intends.[14] But the "flexibility" to which PECO refers does not exist. Under Act 129, PECO is required to provide customer data, directly and electronically, to any third party upon the request of customers.[15] Statutory obligations are not suggestions. Revising the proposed language to make data access optional would be inconsistent with existing Pennsylvania law. The Commission lacks the authority to reverse the statute as PECO suggests.

It bears repeating that, looking beyond Act 129, PECO is not in compliance with existing regulatory requirements related to customer data access. In 2009, the Commission required all EDCs with advanced metering infrastructure (AMI) to provide customers with direct access to their consumption and pricing information.[16] To our knowledge, PECO is not currently providing these capabilities to its customers, whereas FirstEnergy, PPL and Duquesne Light Company are.[17] PECO's recommendations regarding data availability should be evaluated in light of its ongoing failure to meet these obligations.

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[14] *Comments of PECO Energy Company* at 7.

[15] 66 Pa.C.S. § 2807(f)(3), requiring EDCs to "make available direct meter access and electronic access to customer meter data to third parties, including electric generation suppliers and providers of conservation and load management services."

[16] *Smart Meter Procurement and Installation Implementation Order* (Docket No. M-2009-2092655), entered June 24, 2009 at 24.

[17] See, *e.g.*, FirstEnergy's Home Area Network website showing supported devices (https://www.firstenergycorp.com/help/smart-meters/pa-smartmeter/home-area-network.html); PPL's (https://www.pplelectric.com/sitecore/content/ppl-jss-app/home/Ways-to-Save/Rebates-and-Savings-Programs/Home-Area-Network) and DLC's (https://duquesnelight.com/energy-money-savings/home-energy-center/in-home-display-program-info).

Furthermore, the Commission should oppose PECO's recommendation to recover costs for providing meter data to DER aggregations (DERA). Providing data in a “direct” and “electronic” manner is a statutory obligation under Pennsylvania law; charging customers and/or authorized third parties for access would be inconsistent with that legislative mandate. PECO provides no justification as to how its recommendations can be reconciled with Act 129.

Finally, PECO’s Exelon affiliate companies support and are currently implementing Green Button Connect platforms. Commonwealth Edison in Illinois supports Green Button Connect today.[18] In Maryland, Exelon utilities Pepco and BG&E were cited by the Maryland Commission, stating that “We are supportive of working toward the development of a Green Button “Connect My Data” platform that is either utility-led or a statewide platform administered by a third party or the Exelon Utilities… [W]e concur with many stakeholders and propose the Commission establish a Working Group to develop [a] Green Button-style platform on an expedited timeline.”[19] Should the Commission require PECO to offer Green Button Connect as we have proposed, Pennsylvania ratepayers could benefit by sharing certain costs across Exelon’s affiliates.

B) Reply to Duquesne Light Company (DLC)

Mission:data disagrees with DLC’s and PPL’s comments that DER aggregators must be licensed by the Commission, for reasons explained below. Nevertheless, we agree with DLC’s request for additional direction from the Commission. DLC seeks a final Commission order “by a certain date” regarding data exchange details that

[18] https://www.comed.com/smart-energy/innovation-technology/green-button/green-button-connect
[19] 9778 Technical Conference. December 3rd, 2025. Timestamp 12:15. https://www.youtube.com/watch?v=8O1oLuQthrI

addresses “the timing of data availability.”[20] Mission:data agrees that the NOPR does not provide sufficient detail to achieve a clear outcome with regard to DER aggregations participating in PJM markets.

C) Reply to PPL Electric Utilities

Like DLC, PPL asserts that the Commission should license DER aggregators.[21] But the EDCs know this is not realistic given that the Commission has already determined it lacks the authority to do so. The Commission rejected Enerwise Global Technologies’s (d/b/a CPower) license application in 2021. The circumstances surrounding CPower, a demand response firm operating in PJM and other wholesale markets, are identical to the ones envisioned in the present docket. Five years ago, the Commission based its rejection in part on the conclusion that voluntary electric generation supplier (EGS) licensing is not permitted under 66 Pa.C.S. § 2809(b). Entities cannot be licensed “when the applicant does not perform the definitional services of the type of license they are seeking,”[22] i.e. “purchasing electric energy and taking title to electric energy as an intermediary for sale to retail customers.”[23] It goes without saying that statutes trump regulations, and so it is unclear how PPL’s proposal for § 57.268 regarding DER aggregator licensing would be permitted under law when it lacks statutory foundation.

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[20] *Comments of Duquesne Light Company* at 9.
[21] *Comments of PPL Electric Utilities*. Annex containing proposed modifications, § 57.268.
[22] *Final Order* (Docket No. A-2019-3009271), adopted October 7, 2021 at 7.
[23] 66 Pa.C.S. § 2803.

Moreover, PPL argued back in 2021 that demand response is not a licensable activity since demand response constitutes neither power supply nor the brokering or marketing of power supply. In response to CPower's application, PPL argued:

> The statutory definition of "electric generation supplier" is unambiguous, and it does not encompass the demand response services being provided by Enerwise because those services are not sold to customers utilizing the EDCs' jurisdictional transmission and distribution facilities.[24]

PPL went on to argue that stretching the definition of "electric generation supplier" to encompass demand response "would lead to absurd and unreasonable results, such as requiring every other provider of demand response services to obtain EGS licenses."[25] How PPL reconciles its past opposition to DER aggregator licensing with its current position is unclear. Importantly, since both PPL and the Commission grounded their 2021 opposition to DER aggregator licensing on the "unambiguous" statutory definition of electric generation supplier, it does not follow that regulations can now be modified to overcome statutory supremacy.

Mission:data is open to the idea that another statute besides 66 Pa.C.S. § 2809 might exist in Pennsylvania that would grant the Commission the authority to license DER aggregators. But as of this writing, Mission:data is not aware of any. And neither DLC nor PPL cite or explain the necessary basis of the Commission's authority to license DER aggregators.

Finally, it is important for the Commission to understand that licensure of aggregators is not required in order to achieve positive outcomes in Pennsylvania. In Mission:data's experience, virtually all states do not grant state commissions the

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[24] Comments of PPL Electric Utilities Corporation (Docket No. A-2019-3009271), July 6, 2021 at 2. Available at https://www.puc.pa.gov/pcdocs/1710436.pdf
[25] *Id.* at 3.

authority to regulate or license DER aggregators. Yet secure data exchanges have existed successfully for tens of millions of customers across North America. According to our Green Button Explorer map that tracks the status of energy data accessibility across over 175 electric utilities, some 35.2 million customers have access to Green Button Connect today.[26] The vast majority of participating utilities are not in states where commissions license data recipients. Rather, these states have established rules or orders governing the conduct of regulated utilities with regard to data exchanges – rules similar to those we recommend in Appendix A. Contrary to PPL's assertion that licensure is necessary to avoid bad outcomes, the reality is that most states have successfully relied upon secure, open standards such as Green Button Connect and commonsense privacy rules without issue.

D) Reply to Energy Association of Pennsylvania (EAP)

EAP accurately points out that the current NOPR does not adequately "distinguish between upfront data required for distribution-level approval, and ongoing PJM data, telemetry, or settlement requirements placed on DERAs."[27] As stated in our initial comments, Mission:data is similarly concerned that § 57.265(a) regarding Component DER Operations needs improvement because it does not distinguish between registration requirements and settlement requirements at PJM. Both require DER aggregators to have certain customer data that is exclusively generated by EDCs. Our proposed rules in Appendix A cover the ongoing data access needs of DER aggregators in order to ensure compliance with PJM reporting and settlements.

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[26] https://explorer.missiondata.io/

[27] *Comments of Energy Association of Pennsylvania at 11.*

E) Reply to Earth Justice Advocates (Earthjustice)

Earthjustice's comments state that Green Button Connect is the only currently available data exchange standard capable of achieving the objectives outlined in the Notice of Proposed Rulemaking (NOPR). Mission:data agrees - it is the most appropriate choice to facilitate the necessary data exchanges and protect customer privacy.

F) Reply to Energy Efficiency Alliance (EEA)

EEA argues persuasively that EDEWG is not a constitutionally appropriate forum for establishing data-sharing rules. No working group, including EDEWG, should be vested with any authority to make policy decisions. In Mission:data's experience over twelve years across over 15 states and the District of Columbia, it is virtually impossible to separate technical issues regarding data exchanges from policy choices. In other words, no "clean break" exists between the specifics of data exchange on one hand and outcomes directly affecting energy efficiency and demand response on the other. Energy management firms are dependent upon customer data provided by EDCs. If changes to the format, frequency, availability or quality of such data are made by a working group and without Commission review, the Commission will have inappropriately delegated its authority on central matters of state policy to a working group that cannot ensure due process for market participants.

G) Reply to Natural Resources Defense Council (NRDC)

NRDC states, "To the extent that information is in the EDC's possession, the rule should make clear that it is available to the DERA through a Commission approved process, and on a timeline that does not impede registration."[28] Mission:data agrees, but it is necessary to expand on NRDC's comment. *Registration* of DER aggregations at PJM is only one step in the process of participating in wholesale markets; *settlement* is equally important. Customer data must be exchanged with DER aggregators – with the permission of customers – on a timely and continuous basis consistent with the best practices of Green Button Connect. Typically, when a customer first clicks "authorize," a utility with Green Button Connect immediately begins providing customer information electronically to the data recipient. Within 90 seconds or so, the recipient should have received all of the information necessary to evaluate the customer's eligibility to participate in a DER aggregation as well as register with PJM. Thereafter, most Green Button Connect implementations provide ongoing interval usage data once per day so that an aggregator has the most up-to-date usage information. A daily cadence is the minimum performance level that is required for many applications, including settlement at PJM.

V. CONCLUSION

There is support among numerous stakeholders within this docket for the Commission to adopt detailed data access rules. The proposed rules included in Appendix A have been thoughtfully crafted to be clear and detailed. Not only can Mission:data's proposed rules alleviate certain concerns held by EDCs, they can eliminate barriers to data access that prevent DER aggregators from providing benefits

[28] *Comments of Natural Resource Defense Council at 10.*

to Pennsylvania ratepayers. The Commission should learn the lessons from its previous attempts at facilitating data exchange via the EDEWG and instead adopt the rules in Appendix A below as part of § 57.265.

Respectfully submitted,

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Appendix A

<u>§ 57.265</u>

~~(a) EDCs shall provide DERA access to Component DER data upon consent of the DER operator in a format approved by the Commission.~~

<u>AMI data collection and availability</u>

(a) EDCs must make validated AMI data accessible to customers and their authorized agents no later than ~~48~~ **24** hours **or as needed by PJM for settlement** after the meter readings are captured.

1. Each EDC must collect interval usage AMI data, at watt-level precision, for all customers in intervals of no greater than 15 minutes.
2. Each EDC must be capable of offering five-minute data collection, if specifically requested by a customer, by no later than PJM's planned implementation date for Order 2222 of the Federal Energy Regulatory Commission.

(b) The customer and their data recipient must have access to non-validated data as it is made available to the EDC.

(c) Data files must be labeled either validated or non-validated

<u>Ownership and sharing of AMI data</u>

(a) AMI data measured, stored, or transmitted by an AMI meter belongs to the customer.

(b) Customers may share their AMI data with authorized third parties through a standardized authorization form.

1. Third parties will be authorized for a set time decided by the customer or indefinitely until revoked by the customer.
2. Customers may revoke access to their AMI data from third parties at any time without penalty in a process that is as simple as authorization. If a customer revokes access to their data the third party shall be immediately prevented from accessing data. Termination of electric utility service also terminates consent to disclose customer data granted by the customer for the meter(s) or premise(s) where electric utility service has been terminated.
3. EDC(s) shall also permit an authorized third party to terminate its authorization, in which case the EDC(s) shall subsequently notify a customer of the termination via the customer's preferred contact method and confirm to the authorized third party that the termination is accepted.

(c) Each EDC must make a customer's AMI data accessible and shareable using the latest version of the Green Button Connect My Data standard. Clear documentation of

registration for third parties, authorization from customers and contacts for assistance must be made available on the EDC's website.
(d) Each EDC must enable Green Button Connect as a means for customers or their authorized agents to access AMI data. Each EDC shall provide proof of independent certification of adherence to the latest Green Button Connect standard once per calendar year.
(e) AMI data sets must include a minimum rolling 2 years' worth of AMI data delivered through supplier portals daily and accessible through an automated Application Programming Interface (API) solution.
(f) EDCs must ensure AMI data is transmitted to the authorized third parties no later than 60 seconds after customer authorization.
(g) Each EDC must make the following data types available to be shared with authorized third parties, in addition to AMI data:

1. All customer billing information
2. Account information,
3. Meter information,
4. Rate information,
5. Peak load contribution,
6. Line losses,
7. Transmission zone,;
8. Precise addresses for all customers;
9. Customer account number(s).
10. any other data necessary for customers to participate in various demand management programs, including in wholesale markets
11. Any data points not in this list that may be required in the future by PJM, EDCs, and the state to participate in demand response programs.

(h) Each EDC must not charge a fee for access to AMI data to the customer or to any third party with whom the customer wishes to share their AMI data, including, but not limited to, authorized third-party suppliers, distributed energy resource aggregators, and other energy services companies.

<u>Third-party authorization and data security</u>

(a) All EDCs must coordinate with each other to create and maintain a common "one-click" web-based authorization form, for the purpose of authorizing access to customer data.
(b) The web based form will include optimization for mobile devices.
(c) The common release form must be web-based. All EDCs shall validate customer identity for purposes of the common release form in a manner equal to, and no more onerous than, the EDC's existing methods for validating identity on the EDC's website. The common release form shall include the following information:

1. be in plain language;
2. be headlined or titled by language telling the customer what it is;
3. include the name, address, phone number, email address, and website for the third party seeking authorization;
4. clearly state the categories of covered data being requested;
5. clearly state the purpose(s) for which the covered data will be used;
6. clearly state the period of time in which the agreement authorizes access to covered data;
7. Include a one-click consent/decline
8. include steps that need to be taken to revoke the authorization.

(d) Following authorization, each EDC shall send a confirmation to the customer by email or other communication choice by the customer.
(e) A third party's authorization to access customer information may be revoked

1. by the customer or
2. by the Commission for failure to comply with any of the requirements of this rule.

Limit utility liability
Provided that a utility is not grossly negligent and transmits data securely in accordance with adopted standards and regulations, the utility should not be held liable for the handling or use of data once it is no longer within the utility's possession or control.

Ensure fair access and competition
(a) Each EDC must ensure nondiscriminatory access to validated and non-validated AMI data as between any authorized third parties and unregulated EDC affiliates.
(b) Each EDC must notify Green Button Connect data recipients 90 days prior to making changes to AMI data formatting, frequency, or other technical changes that may adversely affect application functionality, unless the change is necessary to address an immediate, articulable cybersecurity concern or system vulnerability.
(c) EDCs are prohibited from surveilling or reverse engineering third-party software applications, or engaging in any effort to gain competitive advantage or insight into a third party's business or product offering.
(d) Each EDC must provide a publicly-accessible web-based issue tracking system for authorized third-party software application developers to log technical requests and bugs. This tracking system will also have a pathway for third-parties to privately share sensitive information that they would not want publicly to be tracked.

Service Level Agreement and Data Warranty
(a) Utilities must provide commercially reasonable performance of data access platforms and require a service level agreement for any platform. To be commercially reasonable, a data exchange platform must meet at least the following requirements:

1. Uptime rates for the data access platform must be equal to or greater than 99.5% in each calendar month, excluding reasonable scheduled downtime;
2. The data access platform properly responds to all requests, either by fulfilling them or by explaining why they were not fulfilled;
3. The data access platform must not unreasonably or discriminatorily restrict the frequency with which it receives or responds to requests for covered data.

(b) The data provider shall ensure that covered data that is made available to utility account holders and/or third parties has been confirmed and warrantied as accurate through the data provider's validation process. The utility will provide best-available data within the portal as it is made available to ensure data access parity between the EDC and third parties. Covered data that has not been validated is marked as such within the file.

Terms and Conditions

EDCs shall provide the data platform as described in this Section on terms and conditions with a DERA or any third party that is approved by the Commission. EDCs may not adopt any additional terms and conditions that have not been reviewed and approved by the Commission.

Access to real-time data

These rules guarantee free, open, non-discriminatory access to real-time electric usage information to any device authorized by an account holder.

Utilities that have installed AMI v2.0 or Wi-Fi capable meters shall:
(a) Activate Wi-Fi capabilities to allow for real-time sharing of data with any third party the customer authorizes
(b) Acknowledge that all real-time data generated by the meters belong to customers.
(c) Not charge any fees, either to customers, device makers or authorized third parties for enabling transmission of real-time usage data.
(d) Facilitate real-time data for customers that is convenient and secure, permitting customers to make use of their real-time data in the fewest number of steps using the utility's website and, if available, a mobile application.
(e) Ensure at all times that real-time data is available on a read-only basis.
(f) Provide customers with a contact method to receive technical support.
(g) Respond to a customer's support request within one business day.
(h) Resolve a customer's issue within five (5) business days.

Utilities are not responsible for matters beyond the utility's control, such as Wi-Fi signal loss in customer premises. However, utilities' responsibilities include, but are not limited to:

(a) Ensuring that the meter's Wi-Fi functionality operates correctly; and

(b) **Connecting the Smart Meter 2.0 to an authorized third party can be successfully completed so long as a functioning Wi-Fi network is supplied by the customer.**

End-to-end testing

(a) End-to-end testing GBC platform. The utility will complete independent, end-to-end testing using real customers to ensure their data access platform functions properly and is still compliant with the Green Button Alliance standard at least twice a year.

Reporting metrics

(a) Each EDC must report the following metrics publicly to the Commission on a quarterly basis:

1. The number of completed data-sharing authorizations, including the number of customers with one-time and ongoing data-sharing authorizations; ;
2. Time elapsed for a random sample of customers to complete a data-sharing authorization with a third-party;
3. Number of customers who withdrew ongoing access permission;
4. The time it takes for each anonymized third party to complete technical and administrative onboarding with EDCs' Green Button Connect systems;
5. Total number and percentage of customers with AMI meters who logged into the data portal;
6. The percentage of data-sharing attempts that are successful
7. Average and maximum data delivery time (seconds) following customer authorization;
8. Number and type of errors generated, if any;
9. System availability (uptime), GBC applicable
10. Unplanned Outages (downtime), not related to scheduled system maintenance, date, reason, length of outage, and whether notification of outage and/or restoral was provided
11. Number and type of data issues raised by third parties and customers, including severity, mean and max acknowledgment time, and mean and max resolution time
12. Number and type of data issues raised by third parties and customers, including severity, mean and max acknowledgment time, and mean and max resolution time
13. Time to complete third-party technical and administrative onboarding
14. Number of third parties in various stages of onboarding

Implementation timeline and accountability

(a) The Commission adopts a firm schedule requiring each EDC to:

1. deploy production-grade Green Button Connect My Data (GBC) for all AMI customers no later than six (6) months after the effective date of the final rule;
2. achieve Green Button Alliance certification of the production environment within the same timeframe, with annual re-certification thereafter;
3. file monthly progress reports during implementation detailing environment status (dev/test/prod), uptime, API error rates, and third-party onboarding metrics; and
   4. meet interim milestones (e.g., sandbox within 60 days; external developer docs and click-through OAuth flow within 90 days).

(b) If the utility is found not in compliance and able to meet the above milestones, the Commission may use enforcement mechanisms such as financial penalties and require remediation plans.