



# Pacific Power Smart Meter FACT SHEET



## Pacific Power meter upgrade

Pacific Power has been upgrading the digital meters that securely broadcast usage back to the utility. The upgrade aims to improve reliability and reduce costs for customers.

More than 70 million homes nationwide use digital electric meters to communicate directly with their utility. Idaho Power, PGE, and several electric co-ops in Oregon have already upgraded their meters.

## The PUC role

The Oregon Public Utility Commission (PUC) ensures Oregon utility customers have access to safe, reliable, and high quality utility services at just and reasonable rates. As the state agency charged with representing customers of regulated utilities, we take safety and cost seriously. We have encouraged public and stakeholder involvement throughout the multi-year meter upgrade decision-making process.

## Oversight of the upgrade decision — A timeline

- ◆ 2008—PUC authorized the deployment of smart meters for PGE, the first in Oregon, through annual “Smart Grid” reports.
- ◆ 2012—PUC adopted policy goals that fostered utility investment in upgraded meters that are cost-effective, safe, and enhance the reliability and security of the grid.
- ◆ 2016—Pacific Power established their meter upgrade would improve reliability and reduce costs for customers. PUC carefully evaluated

the proposed costs and benefits and approved the upgrade project in late 2016.

- ◆ March 2017—PUC required Pacific Power to improve planned customer communication and conduct a careful ongoing accounting to ensure customers were not overcharged if they chose manually read meters rather than the standard meter.<sup>1</sup>
- ◆ February 2, 2018—PUC reviewed Pacific Power’s meter upgrade plan.
- ◆ August 14, 2018—PUC approved Pacific Power’s request to suspend the one-time \$137 meter installation fee to minimize costs for opt-out customers. PUC reminded Pacific Power that after the upgrade, it must reevaluate the actual costs incurred by customers choosing to opt-out in order to adjust the \$36 charge.
- ◆ November 6, 2018 — PUC continued public oversight by having Pacific Power respond to questions submitted by customers. Details from this meeting and responses to the questions are available online.

## Next steps

- ◆ PUC expects Pacific Power to return in January 2019 to propose alternatives to monthly meter reads that still avoid shifting costs to standard customers.

## Smart Meter Questions?

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