



The following question has been posed by Commissioners prior to the scheduled Board Meeting on October 6, 2020. Staff's response is included below.

CORRESPONDENCE

Advanced Meter Infrastructure Update - (LAWSON/PRICE) Why were we so off in the initial planning? If the long-term plan was always to have most customers using smart meters (no matter if it were opt-in or opt-out), how did we miscalculate the need for radio communication infrastructure and how can we make sure that our assumptions are accurate now?

***RESPONSE:** Adoption rates, and corresponding build-out assumptions, were different prior to EWEB switching from "Opt-In" to "Opt-Out" (February 2018). Under Opt-In, EWEB staff did not witness customers requesting or permitting deployment rates near full build-out, and thus in the early 2010s AMI project managers and designers planned on full Opt-In deployment being 25,000-50,000 meters. With adoption rates under Opt-Out typically at 98% (as common with other utilities), EWEB needs much more streamlined and efficient procedures and increased data-handling capability (including radio locations) to handle 150,000+ meters. Thus, changing from Opt-In to Opt-Out did change the scope of processes and data handling, with some finetuning to continue as we increase deployment toward the maximum target.*