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**PG&E Implements Meter Data Management and Bills Customers**

PG&E recently began billing a portion of its customers using AMI data. The meter data management (MDM) is performed by Ecologic Analytics (formerly WACs) Meter Data Management System and presented to PG&E's customer information system. PG&E plans to automate all 10.3+ million meters in its service territory by end of 2011 as part of its SmartMeter™ program. In the current phase of its SmartMeter™ program, PG&E is remotely collecting daily meter reads from approximately 150,000 electric meters enabled with SmartMeter™ technology.

**Our View**

Utilities may be able to leverage the same approach to installing their MDM, by isolating its implementation from other applications and processes that will ultimately be greatly improved by smart metering. By doing so, they can quickly identify problems in throughput, estimation percentages, and storage requirements. This method also gives a utility flexibility in cutting over to smart meters. Billing determinants from the non-AMI meters can be used until they are replaced.

- By Karen Blackmore, Program Director, Customer Operations Strategies for Energy Insights, an IDC Company