

Build Metrics - AMI

	Metric Qualifier	Unit	2013 Q3
End-Points (meters)	Total AMI meters installed and operational	#	10,591
Portion of Customers with AMI: Residential	Number of Customers with AMI: Residential	#	9,681
Portion of Customers with AMI: Commercial	Number of Customers with AMI: Commercial	#	904
Portion of Customers with AMI: Industrial	Number of Customers with AMI: Industrial	#	6
Metering Features: Remote Connection/Disconnection	Number of Remote Connection/Disconnection,meters with feature enabled	#	1,005
Metering Features: Outage Detection/Reporting	Number of Outage Detection/Reporting, meters with feature enabled	#	0
Metering Features: Power quality monitoring	Number of Power quality monitoring, meters with feature enabled	#	10,591
Metering Features: Tamper detection	Number of Tamper detection, meters with feature enabled	#	0
Enterprise systems integration: Billing	Billing, Is integration complete	Yes/No	Yes
Enterprise systems integration: Customer information system	Customer information system, Is integration complete	Yes/No	Yes
Enterprise systems integration: Outage Management System	Outage management system, Is integration complete	Yes/No	No

Build Metrics - Customer Systems

	Metric Qualifier	Unit	2013 Q3
Web portal	Web portal, Forecasted number of customers with access	#	10,591
Web portal	Web portal, Forecasted number of customers with active account	#	10,591

project comments