Exhibit No.:

Issues: Tariff Issues, AMI Opt-Out

Witness: Jerry Scheible, P.E.

Sponsoring Party: MO PSC Staff

Type of Exhibit: Surrebuttal Testimony

Case No.: ER-2016-0156

Date Testimony Prepared: September 2, 2016

MISSOURI PUBLIC SERVICE COMMISSION

COMMISSION STAFF DIVISION OPERATIONAL ANALYSIS DEPARTMENT ENGINEERING ANALYSIS UNIT

SURREBUTTAL TESTIMONY

OF

JERRY SCHEIBLE, P.E.

KCP&L GREATER MISSOURI OPERATIONS COMPANY

CASE NO. ER-2016-0156

Jefferson City, Missouri September 2016

1 SURREBUTTAL TESTIMONY 2 OF 3 JERRY SCHEIBLE, P.E. KCP&L GREATER MISSOURI OPERATIONS COMPANY 4 5 CASE NO. ER-2016-0156 Please state your name and business address. 6 Q. 7 A. My name is Jerry Scheible and my business address is Missouri Public Service 8 Commission, P. O. Box 360, Jefferson City, Missouri 65102. 9 Q. Are you the same Jerry Scheible that supported sections in Staff's Revenue 10 Requirement Cost of Service Report in this case? 11 A. Yes. 12 What is the purpose of your testimony? Q. I discuss certain aspects of the rebuttal testimony of GMO's witness 13 A. 14 Julie Dragoo regarding the issue of an opt-out program for customers that do not want an 15 Advanced Meter Infrastructure (AMI) meter, also known as a smart meter, installed at their 16 residence. 17 Q. Ms. Dragoo states in rebuttal testimony that KCPL and GMO are aware of one 18 formal complaint and seven informal complaints that resulted in calls to their Customer Relations Department. Has Staff been contacted by KCPL and GMO customers who 19 20 voiced concerns about AMI meters, other than those eight total formal and informal 21 complaints mentioned in Dragoo's rebuttal testimony, and has KCPL and GMO been made 22 aware of these additional contacts?

¹ Rebuttal testimony of Julie Dragoo, page 5, lines 21 - 24.

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Yes. Staff received a Data Request from GMO on August 3, 2016, requesting A. Staff to:

> ... provide any and all reports, lists or information of any kind available, documenting customer inquiries or complaints that have been received by the Consumer Services Department of the MPSC regarding the use of what is commonly referred to as smart meters. ... at both KCP&L Greater Missouri Operations Company and Kansas City Power and Light Company during 2013, 2014, 2015 and year to date 2016.²

Staff's response on August 9, 2016, included a summary of all contacts regarding concerns about smart meters from KCPL and GMO customers to Staff from 2013 through July 2016, as documented in EFIS. That summary listed: one Formal Complaint, eight Informal Complaints, nine Quick Hits, and two Inquiries. Therefore, KCPL and GMO have been made aware of at least twenty contacts from concerned customers.

Q. Ms. Dragoo states, "Our current plan is to eliminate the need for a manual meter reading system at the completion of our system wide AMI roll out in the 2020 time frame, as well as the employees whose sole job is to read the meters." Does Staff expect that this plan will completely eliminate the need for personnel to ever physically visit customer meters?

A. No. No system is without error or malfunction. Staff would expect that personnel, representing either the utility or a contracted party, will occasionally need to physically verify the function of any given meter, its transmitting capabilities, or confirm a recorded reading. Therefore, some method of performing visits to meters and recording the results of any physical meter reading would need to remain in place. Meter reading

² Data Request No. 0430.

³ Rebuttal testimony of Julie Dragoo, page 6, lines 14 - 17.

same process.

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Q. Ms. Dragoo states:

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While we have not done a complete cost analysis on an opt-out program, the tariff recommendation of a \$10/month meter reading fee is too low. This is based purely on the known costs of a Field Service Professional to perform a 'Customer Trip' such as a reconnect after disconnection. The Company's approved Reconnection Charges is \$25, and does not include costs that would be incurred with an opt-out for software, hardware, and systems support.4

Is GMO recommending a \$25 "Recurring monthly meter read charge," or any other fee amount, rather than the \$10 that Staff proposed in testimony?

and recording for those customers participating in an opt-out program could utilize that

- A. No. Staff agrees that the exact proper fees are yet unknown and therefore continues to recommend that GMO keep track of the costs associated with the opt-out program in order to have actual cost data in future rate cases to evaluate the fees necessary to support the program, as was presented in testimony.⁵
 - Q. Does this conclude your surrebuttal testimony?
 - A. Yes.

⁴ Rebuttal testimony of Julie Dragoo, page 8, lines 19 - 24.

⁵ Staff's Revenue Requirement Cost of Service Report, page 202, lines 6 – 8.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of KCP&L Greater Missouri Operations Company's Request for Authority to Implement A General Rate Increase for Electric Service) Case No. ER-2016-0156)
AFFIDAVIT OF JERRY SCHEIBLE, PE	
STATE OF MISSOURI)	
COUNTY OF COLE) ss.	
COMES NOW JERRY SCHEIBLE, PE and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing Surrebuttal Testimony and that the same is true and correct according to his best knowledge and belief.	
Further the Affiant sayeth not. JE	RRY SCHEIBLE, PE
JURAT	
	nstituted and authorized Notary Public, in and for office in Jefferson City, on this <u>31</u> day of
D. SUZIE MANKIN Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires: December 12, 2016 Commission Number: 12412070	Suzullankin Notary Public