
August 21, 2023

Docketing Division
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Re: The Dayton Power and Light Company d/b/a AES Ohio, Case No. 23-0477-EL-RDR

Docketing Division:

Pursuant to Paragraph 5.b. of the Stipulation and Recommendation approved by the Commission in Case Nos. 18-1875-EL-GRD, *et al.*, The Dayton Power and Light Company d/b/a AES Ohio files with this letter the attached annual report of the metrics contained in Exhibit 3 of that Stipulation and Recommendation.

Please contact me at christopher.hollon@aes.com if you have any questions.

Respectfully submitted,

/s/ Christopher C. Hollon
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(willing to accept service by e-mail)

SmartGrid Metrics		Results - Year 2											
Metric	Definition	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
AMI:													
AMI meters installed, certified	The number of AMI meters installed, communicating, and available for billing each month	64,901	75,480	89,591	103,932	117,452	127,489	139,336	153,474	170,459	185,415	197,591	211,754
AMI meters installed, but not certified	The number of AMI meters installed, but not yet communicating each month	28	36	17	225	65	60	83	94	161	175	223	206
AMI meter failures	The number, if any, of AMI meters installed but replaced due to failure	8	0	6	17	7	5	3	11	19	0	13	4
Meters Salvaged (#)	The number of legacy meters replaced with an AMI meter and sent to salvage each month	5,473	7,304	6,668	7,149	7,267	4,708	5,604	5,921	7,936	6,510	7,306	7,771
Meters Salvaged (\$)	The dollar value of legacy meters replaced with an AMI meter and sent to salvage each month	\$143,323	\$173,697	\$208,256	\$232,756	\$204,201	\$132,294	\$157,471	\$275,021	\$220,570	\$184,937	\$169,215	\$191,866
Meter Reading:													
Manual Meter Reads	The number of non-AMI meter reads, i.e. in person, used for billing purposes in the service territory each month	434,742	431,418	422,637	416,838	403,369	394,564	380,311	371,521	356,909	343,226	330,962	315,818
AMI Meter Reads	The number of AMI meter reads used for billing purposes in the service territory each month	64,718	77,233	91,117	104,362	118,612	128,577	140,983	155,422	171,290	184,386	197,658	211,631
Meter Readers (Internal)	The number of meter readers (expressed in fulltime equivalents) employed by the Company each month	47.3	46.1	46.4	47.5	46.5	50.1	48.2	44.1	40.8	44.2	44.0	39.8
Meter Readers (Contract)	The number of meter readers employed through contract services by the Company each month	7.1	5.0	5.2	4.2	3.9	3.8	4.2	3.4	3.4	1.7	1.9	2.03
Data Access & Utilization:													
Customer Portal & Mobile Application Engagement Activity	Depending on the availability, the following types of information will be provided each month: number of unique visitors, average session duration, retention rate, etc.												
Customer Portal	Total active portal accounts	426,858	432,539	437,580	442,507	446,766	450,922	455,632	459,659	464,079	467,816	471,783	475,926
Customer Portal	Active portal accounts not accessed for past 12 months or more	138,414	142,586	146,484	150,819	154,406	157,737	161,469	165,213	169,043	172,616	177,533	182,708
Customer Portal	Unique logins	157,668	159,221	155,982	155,535	153,457	153,533	161,297	157,580	161,808	156,049	157,417	160,073
Customer Portal	Average session duration	0:04:41	0:04:54	0:04:44	0:04:48	0:04:58	0:04:59	0:04:45	0:04:48	0:04:20	0:04:31	0:04:02	0:04:30
Data Access (Customers)	Number of customers accessing or downloading their energy usage data each month, broken out by customer class (if possible)												
	Usage history page views	11,261	10,659	8,694	7,099	5,890	6,523	8,812	7,279	6,395	5,641	5,298	6,107
	Usage history downloads	516	556	415	301	281	282	433	365	305	282	245	284
Data Access (GBC)	Number of CRES providers or third parties accessing or downloading customer's data via GBC each month	-	-	-	-	-	-	-	-	-	-	-	-
Data Access (EDI)	Number of CRES providers accessing customer's data via EDI each month	74	74	74	74	73	73	74	73	73	72	73	72
Customer Authorization	The number of customers authorizing the release of their customer energy usage data in accordance with 4901:1-10-24 each month	-	-	-	-	-	-	-	-	-	-	-	-
Use of AMI Data for Wholesale Settlement	The number of customers with AMI meters that have THEO, PLC, and NSPL values calculated and settled based on actual usage	2,096	2,097	2,099	2,099	2,096	2,093	2,066	2,055	2,041	2,035	2,039	2,044
Use of Load Profiles for Wholesale Settlement	The number of customers with AMI meters that have THEO, PLC, and NSPL values calculated and settled based on load profiles	64,929	75,516	89,608	104,157	117,517	127,549	139,419	153,568	170,620	185,590	197,814	211,960
Billing Related:													
Residential Bills	The number of residential bills issued each month or billing period	469,324	471,798	470,180	472,298	473,265	473,611	472,102	474,648	474,685	473,925	473,625	473,491
Residential Bills, Estimated Reads	The number of residential bills issued each month or billing period, based on estimated meter reads	27,843	19,282	14,873	8,237	8,258	7,100	9,426	4,901	3,762	4,142	3,269	4,467
Customers Eligible for Disconnect (System)	The number of customers eligible for disconnect due to non-payment each month or billing cycle, system wide	5,714	7,349	6,399	6,697	2,156	3,105	2,875	3,072	3,231	2,902	6,457	7,115
Customers Eligible for Disconnect (AMI Only)	The number of customers with AMI meters eligible for disconnect due to non-payment for each month of billing cycle	624	1113	1109	1267	477	669	691	792	1,048	960	2,524	2,892
Non-Payment Disconnects (System)	The number of customers disconnected due to non-payment each month or billing cycle, system wide	2,302	2,916	2,940	2,872	884	1,526	1,649	1,672	1,723	1,611	2,931	3,390
Non-Payment Disconnects (AMI Only)	The number of customers with AMI meters disconnected due to non-payment for each month or billing cycle	26	29	25	29	19	24	26	25	33	19	31	45
AMI Meter Tampering Cases	The number of AMI meter tampering cases found each month	2	1	0	1	2	1	0	0	3	1	0	6
AMI Meter Tampering Case Outcomes	Descriptions of the outcomes of AMI meter tampering case investigations, including any monetary value of theft or avoided theft identified	See Appendix A	See Appendix A	N/A	See Appendix A	See Appendix A	See Appendix A	N/A	N/A	See Appendix A	See Appendix A	N/A	See Appendix A

Appendix A

Descriptions of the Outcomes of AMI Meter Tampering Case Investigations

	<u>July-2022</u>	<u>August - 2022</u>	<u>September - 2022</u>	<u>October - 2022</u>	<u>November - 2022</u>	<u>December - 2022</u>
1	Customer reconnected service and was disconnected and billed for tampering. 5 months later a stolen AMI meter was found in the meter socket at the premise. The dollar amount of the theft was \$59.78.	Service was disconnected for nonpayment and six days later on the reconnect order, the technician found the meter with the seal cut, boots missing, and consumption past the disconnected amount registered on the meter. The dollar amount of the theft was 20.59.		Service was disconnected remotely on an account close order. The AMI meter reported tampering the following day. During the investigation, the technician found unauthorized wires behind the meter bypassing it. Unauthorized wires were removed and a locking device was installed. The dollar amount of the theft was \$8.46.	Service was unable to be reconnected on the account open order. The customer never contacted AES to reschedule the order. Consumption was registered on the meter which prompted an investigation order. The service was found with a missing seal and on at arrival. The service was disconnected and locking device installed. The dollar amount of the theft was \$392.22.	On reconnect order the meter seal was found cut and service on at arrival. The dollar amount of the theft was \$5.13.
2	Service was disconnected for nonpayment and later redisconnected at the meter with a locking ring due to tampering. During an investigation for a non-communicating AMI meter, the service was found on at arrival with a cut locking ring and a damaged AMI meter (blank display). The dollar amount of the theft was \$187.10.				On reconnect order, the meter seal was missing and service was on at arrival. The dollar amount of the theft was \$43.65.	
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Appendix A
 Descriptions of the Outcomes of AMI Meter Tampering Case Investigations

	<u>January-2023</u>	<u>February - 2023</u>	<u>March - 2023</u>	<u>April - 2023</u>	<u>May - 2023</u>	<u>June - 2023</u>
1			An AMI meter reported tampering. The investigation was issued to the field and field technician found jumper cables bypassing the meter. The dollar amount of the theft was \$34.48.	An investigation revealed service without a meter seal and no disconnect sleeves on the meter upon arrival. The service was disconnected and locking device installed. The dollar amount of the theft was \$259.65.		Service was disconnected for nonpayment. Consumption was registered past the disconnect index and an investigation order issued to the field. The service was found illegally reconnected. The service was disconnected and locking device installed. The dollar amount of theft was \$115.24.
2			On reconnect order the meter seal was found cut and service on at arrival. The dollar amount of the theft was \$13.66.			Service was disconnected for nonpayment. Consumption was registered past the disconnect index and an investigation order issued to the field. The service was found illegally reconnected. The service was disconnected and locking device installed. The dollar amount of theft was \$2.76.
3			On reconnect order the meter seal was found cut and service on at arrival. The dollar amount of the theft was \$263.12.			Service was disconnected for nonpayment. On reconnect order the seal was missing and service already reconnected upon arrival. The service was disconnected and locking device installed. Service was verified to be in a safe condition and left on. The dollar amount of the theft billed was \$194.99.
4						Service was disconnected for nonpayment. On reconnect order the seal was missing and service already reconnected upon arrival. The service was disconnected and locking device installed. Service was verified to be in a safe condition and left on. The dollar amount of the theft billed was \$4.08.
5						Service was disconnected for nonpayment. On reconnect order the seal was missing and service already reconnected upon arrival. The service was disconnected and locking device installed. Service was verified to be in a safe condition and left on. The dollar amount of the theft billed was \$76.49.
6						Service was disconnected for nonpayment. On reconnect order the seal was missing and service already reconnected upon arrival. The service was disconnected and locking device installed. Service was verified to be in a safe condition and left on. The dollar amount of the theft billed was \$4.95.

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Summary: Report of Non-Financial Metrics electronically filed by Mr. Robert J. Adams on behalf of The Dayton Power and Light Company d/b/a AES Ohio.