



SMART METERS? SMART RATES? WHAT DO CONSUMERS WANT AND NEED?

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What's all this fuss I hear about
smart meters?*

**With thanks to Gilda Radner (aka Rosanne Rosannadanna)*

What are consumers saying?

- Why the push to put them in NOW?
- Who pays for them? Who benefits?
- Do the benefits justify the costs?
- What about the technology? Are these meters the right way to go?

What are consumers saying?

- Dynamic pricing or RTP pricing – what does this mean? Are you going to make me adopt it?
- Consumer protections – will they be maintained?
- What about privacy – who has access to my data? Who can control access?

What are consumers saying?

- How secure is the total grid system?
- How do I get more information? How can I use the information? Do I have to “get informed?”
- Is this a big experiment? How do we get accountability?

Some thoughts from the consumer side

- This is an urgent issue for some of you – but it may not be for others
- Sometimes we need to leave our SG bubbles and take a walk around the neighborhood
- Not everyone's idea of fun is to track home energy usage 24/7
- It's easier to fall into a hole than to get out of it
- Perception is sometimes everything
- One size does not fit all
- It may be easier to change codes and standards than it is to change consumer behavior patterns

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- Independent state agency
- **People's Counsel** appointed by the Maryland Attorney General – 5 year term
- Mission: Represent *residential* utility customer interests
- Regulated utilities
 - Electricity
 - Gas
 - Telecommunications
 - Private water services

Resources on Consumer Concerns

- *“The Need for Essential Consumer Protections: Smart Metering Proposals and the Move to Time-Based Pricing”*, a report by AARP, NCLC, NASUCA, Consumers Union and Public Citizen (August 2010), <http://www.nasuca.org/archive/White%20Paper-Final.pdf>
- www.nasuca.org
 - [Links to NASUCA Smart Grid and Smart Meter Resolutions](#)
- www.psc.state.md.us
 - Link to Maryland PSC Case 9208 (BGE)
 - OPC expert witness testimony: Richard Hornby, Nancy Brockway and David Effron
 - PSC Order Nos. 83410 and 83531

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