



Department of Energy

Bonneville Power Administration
P.O. Box 3621
Portland, Oregon 97208-3621

CUSTOMER SUPPORT SERVICES

September 8, 2022

In reply refer to: KS-4

Dear Customer:

The Bonneville Power Administration (BPA) has been in the process of establishing new procedures for the set-up and configuration of customer-owned and maintained meters. On **September 15, 2022** these new procedures will go into effect.

BPA relies on a large and growing number of customer-owned meters for data needed for both billing and load forecasting purposes. The purpose of revising and improving our procedures is to ensure consistent design, testing and maintenance of new or replaced metering equipment so that both BPA and our customers have access to consistent and accurate meter data.

Historically, for customer-owned meters, BPA has received and coordinated meter set up information in various ways depending on the customer, meter type, project scope, and timing. Varying manners of communication between customers and BPA during set up of, or changes to, customer-owned equipment have led to inconsistent tracking and logging of meter configuration details. At times, this has resulted in incorrect meter equipment set-up, thus resulting in inaccurate data feeding BPA's systems. An example of recent incomplete communications is when a customer made changes to PT/CT (potential transformer/current transformer) ratios without notifying BPA. Such undocumented changes resulted in incorrect pulse multipliers being communicated to our metering system. The end result was inaccurate kWh reading, requiring very high-dollar bill revisions. In some instances, these incorrect meter set-up issues have persisted for multiple years, resulting in large data discrepancies and bill revisions exceeding \$1 million.

BPA intends to reduce, and hopefully eliminate, such problems going forward with improved communication and coordination. We are refining our internal BPA communications and procedures to prevent such problems, but we also need your participation to ensure that communication about equipment changes and additions is timely, consistent, and complete. Our goal is reliable and accurate meter and billing data from the start, reflecting true measurement of loads and resources.

Additional information, including upcoming training sessions, is provided below. Please reach out to your BPA Meter Data Analyst or Customer Service Engineer with any questions or concerns about the new customer-owned meter process. Our metering team will also be reaching out to their customer contacts who would be doing this work at each utility.

Thank you. We appreciate your assistance with this important matter.

Sincerely,

Jinah Nakaji,
Director, Customer Support Services

Attachment: Supplemental information on BPA's new customer-owned meter set up process

Supplemental information on BPA's new customer owned meter set up process

Customer training sessions & information

- Two virtual sessions for customers to attend, ask questions and learn more about their role in the new process. Meeting details will be posted to the [BPA Event Calendar](#).
 - External Customer Training Session #1 – Sept. 12' 1-2 p.m.
 - External Customer Training Session #2 – Sept. 19 1-2 p.m.

Steps you need to know:

Following are the key steps outlining your role.

1) *Identify Need:*

When you require BPA to read a new meter, or have meter equipment being changed out, contact the BPA Customer Service Engineer (CSE) or Meter Data Analyst (MDA) that you routinely work with.

2) *Receive & Fill Out Form:*

The MDA will fill out the initial portion of the set up form and send to you, as well as the BPA team supporting the new meter. Fill out the form as indicated and return by Replying ALL to the original email.

3) *Schedule Meter Witnessing, Install Meter & Confirm Testing:*

The BPA SPC Craftsman or District Engineer (DE) will then reach out to you to schedule in person witnessing and make a request for testing information.

4) *Receive Confirmation:*

BPA's MDA will work on getting the meter set up and coordinate all aspects of this new meter ensuring interval data is accurate and makes it on the bill. When everything is final they will send you a confirmation email.

Anticipated benefits of the new process

- Increased communication between BPA's Metering Services organization and the customer meter owner
- Increased on-site hardware information (CT/PT, In-Service testing, etc.)
- Closer coordination between customers, BPA System Protection Craftsmen (SPC) and/or District Engineer (DE) and Metering Services on new installs
- Increased confirmation of meter information and interval data by multiple BPA groups
- Increased confidence in meter set up information with improvements and enhanced use of the Customer Meter Set Up form to collect and distribute data
- Increased confidence in accurate data from the start
- Greater assurance of accurate billing
- Decreased chances of EIM penalties caused by set up issues

Additional activities to improve meter data and avoid data discrepancies:

Future Customer Meter Validations

BPA Meter Data Analysts will be working with customer contacts to validate customer owned meter configurations and interval data validations on a regular cycle. At a minimum, this validation will occur every 2 years.

Remote Metering System (RMS) contracts

For customer owned metering, as well as customers calling BPA owned recorders/meters, we are asking for customers who read BPA meters to send a confirmation email to their BPA MDA. This will allow BPA to verify against current Remote Metering documentation. Note: This is not an exercise to stop access to BPA owned meters, but rather to ensure our documentation is up to date with current meters.

Questions or concerns about any of the above? Please reach out to your BPA MDA or CSE and they will work directly with you to resolve.