

## 2012 BECC Conference: Poster Presenter Abstracts

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### ***How SCE's Smart Meter DSM Programs Lead to Smart Energy Behavior***

Southern California Edison's SmartConnect™ customer web-based presentment programs (Bill-to-Date and Bill Forecast) and the Budget Assistant program are energy management programs enabled by the installation of smart meters. These programs first became available in 2011 to customers who had SmartConnect meters installed and were being billed using the interval load data collected from these meters. The customer web presentment programs are accessed through SCE's My Account online web portal. Once customers log on to My Account, their hourly load consumption from the prior day, their bill to date, and a forecast of what their month end bill will be are displayed. Budget Assistant is a proactive notification system that requires customers to choose notification type, frequency, and the triggering consumption level prior to customers receiving notifications regarding their electrical costs. As part of the evaluation being conducted of SCE's SmartConnect™ programs, a telephone survey has been administered to program participants and non-participants. The participant survey is designed to measure whether and how customers change their energy use based on the data available to them from the My Account and Budget Assistant programs. The non-participant survey asks why they are not signed up for these programs in order to identify program barriers and ways they can be overcome. The survey also includes a battery of behavior change research questions based on the Awareness, Knowledge, Attitude, and Behavior theoretical framework. Findings about the types of customer behavioral change are expected by early summer.