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2023-24 AEY GRA

Information Requests

With the inclusion of grid modernization and discussion of AMI and TOU rates in the GRA, and AEY in the process of upgrading their billing system, this GRA would seem to be the perfect time to look at the billing system and the customer experience. Given changes in the energy market and a general move towards electrification, providing better information to the customer will be necessary. What's the point of TOU rates if the customer does not have a clear understanding of the rate?

I had attempted to discuss some of these changes in the 2021 YEC GRA and was told it was out of scope. In the 2023 AEY YEC Rebasing proceeding I was informed that this topic was "a GRA issue", so here we are.

My first IRs are mostly based on this topic, and others follow.

Billing and Riders:

1) In the 2023 AEY and YEC Rate Rebasing proceeding, the Utilities proposed rolling Rider R into base rates on billing statements. Now that Rider R will be changing,
a) Is rolling Rider R into base rates still the intention?
b) When is this change expected to happen?
c) Will further and future changes to Rider R be reflected in changes in base rates on billing statements, or broken out separately?

2) Concerning Rider R, as this is an AEY issue and an AEY GRA, why are customers who deal exclusively with YEC subject to this and other AEY riders? As a YEC customer, why am I paying AEY rate increases? (Riders R and S)

3) In the 2023 Rebasing proceeding, the Utilities claimed that removing Riders R & J from the billing statement would improve readability, reduce customer confusion, etc.
a) Given that AEY is now adding riders (Rider S), does AEY expect increased customer confusion, increased billing statement complexity and reduced readability?
b) What steps will AEY be taking to mitigate this?

4) Please provide a mock up or sample billing statement that includes a summary with the actual cost per kwh and fixed monthly charge inclusive of all of the riders. An example is provided below, which I hope can be improved on by AEY.

My idea is to show the effect of the individual Riders as currently shown on billing statements (the status quo), and a more understandable summary in parallel. In my example I have simply added the summary to the left of the current billing statement. The best of both worlds?

My first take:
Adding this readable summary to the left of…. the current billing statement here:

Current Charges Inclusive of Riders			CURRENT CHARGES DETAILS	
Monthly Customer Charge Including Riders	21.37		CUSTOMER CHARGE	14.65
Energy Charge Including Riders	42.36		ENERGY CHARGE	30.10
(248 kwh @ .1708 per kwh)			AEY TEMPORARY RATE ADJUSTMENT	0.12CR
(0 kwh @ .1825 per kwh)			FUEL ADJUSTMENT RIDER	4.06
(0 kwh @ .1992 per kwh)			YEC TEMPORARY RATE TRUE UP	1.35
			YECL RATE ADJUSTMENT RIDER	3.71
			YUKON ENERGY REVENUE SHORTFALL RIDER	15.59
			YUKON INTERIM ELECTRICAL REBATE	5.61CR
Sub-Total	63.73		SUB-TOTAL	63.73
GST	3.19		GST	3.19
Current Billing	66.92		CURRENT BILLING	66.92
Amount Due	66.92		AMOUNT DUE	66.92

For this IR, we can assume that AEY has been directed to provide this information to customers. Is this the best way to do it? If not, please show what you would change and what would improve or replace the above example.

5) What are the advantages to the customer of being informed what they are actually paying for electricity – that is being told how much they are being charged per kwh and how much is a fixed monthly charge? Would this help customers make decisions about energy usage?

6) Would it be useful for TOU billing and/or DSM for customers to know and understand how much they are paying per kwh?

7) From a customer perspective, what are the advantages of NOT knowing the cost of electricity per kwh? (the status quo) How does it help the customer NOT to have this information on billing statements?

8) Does obscuring the fixed charge and cost per kwh from the customer serve the interest of general energy literacy?

9) What ideas does AEY have concerning making the Riders more understandable on billing statements? Please provide alternate or enhanced descriptions for all riders on the billing statement.

For example:

"FUEL ADJUSTMENT RIDER"	could become	"FUEL ADJUSTMENT RIDER (1.635 cents/kWh)"
and		
"YEC TEMPORARY RATE TRUE UP"	becomes	"YEC TEMPORARY RATE TRUE UP 1.85% of Base Bill"

Does AEY have better ideas for these? Please suggest improved text for each of the Riders shown on billing statements. This IR does not ask feasibility, but seeks new ideas to improve the customer experience. Some inspiration could be taken from the AEY online "Bill Calculator" in terms of showing the numbers.

10) While a readable billing statement is preferred, the AEY online Bill Calculator is useful and does help in understanding how the Riders work. What are AEY's thoughts on including a summary that shows the actual monthly customer charge and actual energy charge inclusive of the Riders on the Bill Calculator? Additionally, the names of the riders on the Bill Calculator could link to the actual riders? Any further thoughts on how this could be improved while we wait for billing/statement improvements?

11) Estimated meter readings and billing statements: In the course of looking at billing and rates I noticed that varying energy rates combined with estimated meter readings can lead to unintended effects on customer charges. As an example, if the customer has used more power than is in on estimated bill, the eventual charges for this energy will reflect the rate in effect at the time the meter is read rather than when the energy was actually used. This is a problem that occurs with the combination of varying rates and estimated meter readings. How does AEY propose to fix this issue?

IPP, Micro-Generation, DSM:

12) Are IPP and MG program incentives similar for power produced in summer and in winter?

13) Given that there is a surplus of hydro power on the YIS in the summer months, is there any benefit to IPP and MG programs that produce only in warmer and sunnier months?

14) What projects are on the horizon for energy storage? (batteries, pumped storage, etc.?)

15) What projects are in the works or on the horizon for DSM?

16) Has there been any consideration of SSM? Voltage optimization? Other technologies?

17) Are administration and implementation of IPP and MG programs similar on and off the YIS? What are the differences?

18) What issues has AEY experienced with the IPP and MG programs, and what could be changed or improved to make it better or more efficient towards displacing thermal and non-renewable generation?