Smart Grid Advanced Metering Annual Implementation Progress Report

ATTACHMENT 6

Type	Count	Reason	Disposition
Formal ICC Complaints*	1*	Smart Meter Refusal - Health	Mitigated with customer - Closed
Informal ICC Complaints*	21*	8 Smart Meter Refusals - (4 "Health", 2 "Multiple Concerns", 1 "Other" and 1 "No Reason"	Mitigated with customer - Closed
		5 Billing Questions/Concerns	Mitigated with customer - Closed
		1 General Inquiry	Mitigated with customer - Closed
		2 Meter Certification Issue/Meter Communication issue	Mitigated with customer - Closed
		1 ComEd Communication Process	Mitigated with customer - Closed
		1 Ability to view usage online	Mitigated with customer - Closed
		1 Mixed Meter Concern	Mitigated with customer - Closed
		1 Meter Patent Question	Mitigated with customer - Closed
		1 Wants meter installed	Mitigated with customer - Closed
Other Complaints	44	7 Billing Questions/Concerns	Issue(s) Resolved - Closed
		6 High Bill Complaints	Issue(s) Resolved - Closed
		4 Installation Quality	Issue(s) Resolved - Closed
		4 Outlet/Breaker/Sensor/AC Wiring	Issue(s) Resolved - Closed
		2 Meter Certification Issue/Meter Communication issue	Issue(s) Resolved - Closed
		3 No Access Fee/Letter Questions	Issue(s) Resolved - Closed
		3 Customer dis-satisfied with interaction with technician	Issue(s) Resolved - Closed
		1 Mixed Meter Concern	Issue(s) Resolved - Closed
		1 Meter Patent Question	Issue(s) Resolved - Closed
		1 general Inquiry	Issue(s) Resolved - Closed
		1 Outage Notification	Issue(s) Resolved - Closed
		1 Ability to view usage online	Issue(s) Resolved - Closed
		1 Claim	Issue(s) Resolved - Closed
		1 NICOR obstruction	Issue(s) Resolved - Closed
		1 ComEd Communication Process	Issue(s) Resolved - Closed
		1 Appointment Creation Issue	Issue(s) Resolved - Closed
		1 NICOR obstruction	Actions underway, working towards resolution
		1 Installation Quality	Actions underway, working towards resolution
		1 - General Inquiry	Handled by Customer Relations - Issue Resolved/Closed
		1 Net Metering Question	Handled by Customer Relations - Issue Resolved/Closed
		1 Installation Schedule Update	Handled by Customer Relations - Issue Resolved/Closed
		1 Pole Cut issue	Handled by Customer Relations - Issue Resolved/Closed
Meter Installation Refusal Requests	1323	476 "No Reason"	873 closed and have been placed on the refusal list 33 are pending 417 have converted and either have or will receive the smart meter
		465 "Health Reasons"	
		145 "Other"	
		129 "Multiple Concerns"	
		65 "Privacy"	
		18 "Overheating"	
		16 "Security"	
		9 "Cost"	
Total	**1389***		