



Smart Grid Deployment Plan Proposed Workshop Framework

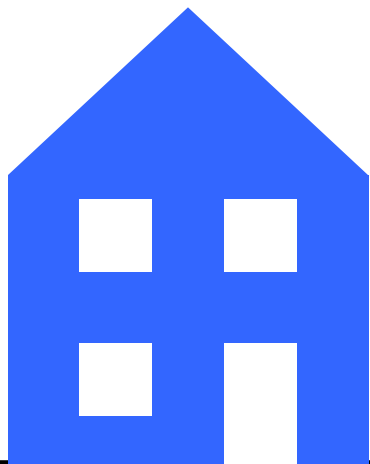
CPUC Staff

September 2011

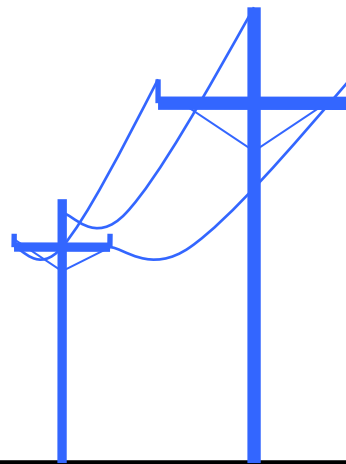




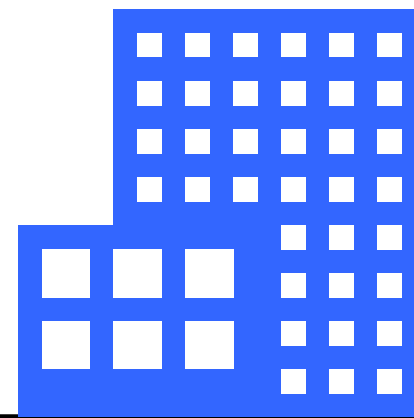
Strategic Objectives



Customers are aware, motivated, and enabled to manage their energy use and costs



Grid is able to efficiently utilize and integrate diverse resources



Safety and reliability are improved through enhanced responsiveness

←----- **Cybersecurity** -----→





Key Factors to Achieving Strategic Objectives

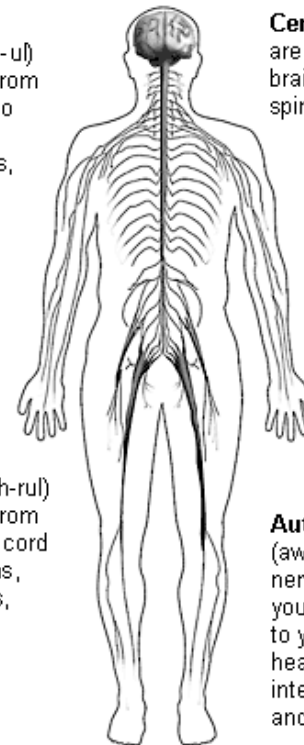
Access/Availability of Information

Awareness/Understanding of Information

Ability to Take Action

Cranial
(KRAY-nee-ul)
nerves go from your brain to your eyes, mouth, ears, and other parts of your head.

Central nerves are in your brain and spinal cord.



Peripheral
(puh-RIF-uh-rul)
nerves go from your spinal cord to your arms, hands, legs, and feet.

Autonomic
(aw-toh-NOM-ik)
nerves go from your spinal cord to your lungs, heart, stomach, intestines, bladder, and sex organs.





Workshop Analytic Framework

2020 Strategic Objective

Key Factors to Achieving Strategic Objective

Barriers to Smart Grid Outcomes

Solutions/Actions to Overcoming Barriers





2020 Strategic Outcomes	Key Factors to Achieving Outcomes	Existing Barriers to Smart Grid Outcomes (internal and external)	Solution/Actions Identified in Deployment Plans to Overcome Barriers
Customers are aware, motivated, and enabled to manage their energy use and costs	Access/Availability of Information Awareness/Understanding of Information Ability to Take Action		
Grid is able to efficiently utilize and integrate diverse resources	Access/Availability of Information Awareness/Understanding of Information Ability to Take Action		
Safety and reliability are improved through enhanced responsiveness	Access/Availability of Information Awareness/Understanding of Information Ability to Take Action		





<p>2020 Strategic Outcomes</p>	<p>Key Factors to Achieving Outcomes</p>	<p>Existing Barriers to Smart Grid Outcomes (internal and external)</p>	<p>Solution/Actions Identified in Deployment Plans to Overcome Barriers</p>
<p>Customers are aware, motivated, and enabled to manage their energy use and costs</p>	<p><i>Access/Availability of Information</i></p> <p><i>Awareness/ Understanding of Information</i></p> <p>Customers understand “<u>how</u>” to use smart grid applications and “<u>what</u>” benefits they will receive from utilizing new applications.</p> <p><i>Ability to Take Action</i></p>	<p>Customers do not understand “<u>how</u>” to use data from smart meters and “<u>what</u>” benefits they will receive from using the data.</p>	<p>All three IOUs recognized the need for customer education, but each deployment plan lacked specific messaging goals and a roadmap to accomplish these messaging goals.</p>

