

Clean Energy Future: The Energy Cloud



October 2018

- PSE&G recently filed a proposal with the New Jersey Board of Public Utilities to implement the Energy Cloud. This nearly \$800 million program will help transform PSE&G into a smart energy services company and modernize the way we serve our customers.
- The Energy Cloud will provide new software and product solutions to improve PSE&G's processes and deliver environmental, societal and economic value for both our customers and communities. It also will automate and better manage the electric grid of the future, and analyze customer data to better predict customer needs and develop tailored solutions.
- The core of the Energy Cloud is the implementation of Advanced Metering Infrastructure (AMI), or smart meters.
- If approved, PSE&G will install safe, state-of-the-art hardware and software that will provide two-way communications between the customer and PSE&G, allowing for real-time data gathering and analysis.
- Beginning in 2019, PSE&G will convert all of its 2.2 million existing electric meters to smart meters by the end of 2024. Gas meters are not included at this time.

AMI makes the grid smarter, improves storm response

AMI will help PSE&G make the electric grid smarter by deploying technologies and communications to “see” and “control” the real time status and performance of the network, increasing reliability and improving customer service.

With AMI, PSE&G will:

- Know customers' power is out before they notify us; notify customers that we are aware of an outage; provide a more accurate estimated restoration time; and confirm when service is restored.
- Assist in identifying the exact location and magnitude of an outage, which will allow for crews to be dispatched more efficiently to restore power.
- Shorten power outages by quickly determining where specific problems are occurring on the electric grid and enable quicker restoration.

Additional Customer Benefits

- Reduces costs by providing more accurate billing and usage data to help customers be more energy efficient.
- Improves safety by increasing the ability to detect and fix issues (outages, voltage, meter conditions, etc.) before they become problems.
- Improves customer service by providing more detailed outage, power quality and usage data that allows field and customer service representatives to better respond to customers' service requests.

Clean Energy Future: The Energy Cloud

p.2

- Enables the use of in-home assistants (Alexa, smart thermostats) or mobile devices to manage energy services and usage in a self-service manner.
- Paves the way for customized products and services that allow customers to choose energy options that fit their specific needs.
- Residential customers who wish to opt-out of smart meters can pay a fee and do so.

Environmental Benefits

- Reduces the carbon footprint by reducing the number of PSE&G vehicles on the road.
- Paves the way for broader adoption of clean energy (e.g. rooftop solar management).
- Provides useful data for improved vegetation management.

MORE THAN 70 MILLION
AMERICANS HAVE
SMART METERS

