

# **AEIC**

## **Meter and Service Committee Guides**

The purpose of the Meter and Service Committee Guides is to outline and document the committee purpose and scope, outline the roles and responsibilities of members, including leadership, describe the process of becoming a member and give details of the Committee operation. The Guides are used to maintain organization and documentation of detailed information on the role of the committee in order to educate members concerning the operational practices of the committee.

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# Table of Contents

METER AND SERVICE COMMITTEE (MSC).....	3
<b>1 PURPOSE.....</b>	<b>3</b>
<b>2 SCOPE.....</b>	<b>3</b>
<b>3 COMMITTEE ROLES AND RESPONSIBILITIES .....</b>	<b>4</b>
<b>4 MEMBERSHIP ON AEIC METER AND SERVICE COMMITTEE .....</b>	<b>4</b>
<b>5 SELECTING NEW COMMITTEE MEMBERS .....</b>	<b>5</b>
<b>6 MEMBERSHIP REQUIREMENTS.....</b>	<b>6</b>
<b>7 COMMITTEE STRUCTURE AND LEADERSHIP RESPONSIBILITIES .....</b>	<b>6</b>
7.1 CHAIR’S PRIMARY RESPONSIBILITIES .....	6
7.2 FIRST VICE-CHAIR’S PRIMARY RESPONSIBILITIES .....	7
7.3 SECOND VICE-CHAIR’S PRIMARY RESPONSIBILITIES .....	7
7.4 PAST CHAIR’S PRIMARY RESPONSIBILITIES .....	7
7.5 MANAGER OF AEIC SERVICES PRIMARY RESPONSIBILITIES .....	7
7.6 COMMITTEE STRUCTURE .....	8
<b>8 REPORTS PRESENTED AT THE AEIC ANNUAL MEETING.....</b>	<b>8</b>
<b>9 COMMITTEE MEETINGS .....</b>	<b>9</b>
<b>10 COMMITTEE OPERATION.....</b>	<b>10</b>
10.1 WORKING GROUPS.....	10
10.1.1 Meter and Service Committee (AEIC) .....	10
10.1.2 Measurement Technologies Working Group (AEIC).....	10
10.1.3 Meter Business Operations Working Group (AEIC) .....	10
10.1.4 Meter and Service Roundtable (AEIC) .....	11
10.1.5 Metering System Subcommittee (EEI) .....	11
10.1.6 Strategic Metering Issues Working Group (EEI).....	11
10.1.7 Customer Interface Technologies Working Group (EEI) .....	11
10.2 ISSUE TEAMS .....	11
10.2.1 Benchmarking.....	12
10.2.2 Metering Guidelines .....	12
10.2.3 Vendor Liaison Program .....	12
<b>11 REVIEW AND REVISION OF THE MSC GUIDES.....</b>	<b>12</b>
<b>12 MSC CONTACT INFORMATION.....</b>	<b>13</b>

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### **METER AND SERVICE COMMITTEE (MSC)**

#### **1 PURPOSE**

The Meter and Service Committee (MSC) is a free-standing, self-governing, technical committee that provides great value to member companies through interchange of information, the encouragement of new developments and contacts with other industry organizations.

The MSC promotes quality and accurate metering operations in the electric utility industry. It provides representatives of Member Company metering management and non-member utilities an effective means for exchanging ideas, experiences and issue solutions that contribute to the best design, quality, accuracy and operation of metering systems and efficiency of business operations. The MSC provides a forum in which member companies and other interested parties may participate to facilitate changes in standards, specifications, procedures and practices associated with metering. The committee provides direction for the industry by:

- Leading in the development and deployment of new metering and communications technologies
- Improving performance of meter systems and associated equipment
- Improving the efficiency of metering services business operations
- Increasing the knowledge and development of metering personnel
- Providing increased value to AEIC member organizations

#### **2 SCOPE**

The MSC provides direction for the industry by studying new technologies and reporting operating experiences of electric metering equipment, software and the interface of service entrance equipment into customer's facilities.

The committee actively:

- Maintains representation in ANSI, NECA, EEI, UL and other industry committees to promote standardization and research
- Identifies and shares best practices, processes and technologies
- Sponsors working groups to address industry issues
- Provides a forum for the meter industry to discuss metering issues and topics
- Encourages members and vendors to work together to advance important metering activities
- Provides a vehicle for networking among metering industry professionals
- Provides an avenue for problem resolution and development input with metering equipment manufacturers
- Provides a communications network for metering businesses and suppliers

The committee delivers documents and resources in the form of guidelines, specifications and other metering related data that are important tools for the improvement of metering operations of the member utilities. Through networking and communication, metering managers have the opportunity to improve their respective business operations in both equipment and operating systems. Committee participation is particularly valuable as a training opportunity for new metering managers. Committee members are able to develop leadership skills by taking responsibility for AEIC committee projects and participating in Working Groups and Issue Teams. The AEIC Meter and Service Committee works in all these areas to benefit the member organizations and their constituencies. AEIC's Meter and Service Committee meetings provide the only metering forum of its kind in the United States – a forum that draws participants from all over the country.

### **3 COMMITTEE ROLES AND RESPONSIBILITIES**

The MSC roles and responsibilities include but are not limited to:

- (1) Developing and maintaining the Meter and Service Committee Guides (MSCG);
- (2) Reviewing and processing all requests for changes to the MSCG;
- (3) Performing a liaison function between EEI Distribution and Metering Committee participants and AEIC member organizations to develop market acceptance of metering processes;
- (4) Providing a forum for member organizations to be involved with metering;
- (5) Providing networking opportunities with other Meter and Service Committee professionals;
- (6) Allowing the sharing of best practices, both at meetings and between meetings;
- (7) Providing an avenue for problem resolution in both equipment and processes;
- (8) Working with manufacturers of metering equipment to influence the quality and design of their products; and,
- (9) Providing opportunities for sharing of new technologies in the application of metering systems.

### **4 MEMBERSHIP ON AEIC METER AND SERVICE COMMITTEE**

AEIC's Meter and Service Committee consists of professional management and technical personnel from meter departments in AEIC member organizations. The following are suggested guidelines for committee membership:

1. For an individual to become a member of AEIC's Meter and Service Committee his/her company/organization must be a dues paying member of AEIC.
2. Committee personnel should include representation from the highest level in the member companies consistent with the activity of the meter and service function.
3. Membership on a committee should be justified by the individual's ability, experience and willingness to contribute.

4. Committee members should have the support of their senior management to regularly attend meetings and participate in Committee responsibilities.
5. All members of the Meter and Service Committee are expected to attend regularly scheduled meetings and be an active participant of at least one Issue Team.
6. The Meter and Service Committee seeks a diverse geographic representation in its membership. It should strive to maintain its membership level between a minimum of 25 and a maximum of 32 professionals.
7. At the discretion of the Meter & Service Executive Committee, representatives from associate companies can be invited to be associate members as defined in section 1.03 of the AEIC Bylaws.

## **5 SELECTING NEW COMMITTEE MEMBERS**

Membership on the Meter and Service Committee may be obtained through several scenarios.

Executive management of an AEIC member company/organization may appoint an individual to the Committee.

In such a case, the AEIC member company/organization executive will write the AEIC Executive Director a letter, requesting membership for that individual. Upon receipt of such letter, AEIC's Executive Director will write the Chair of the Meter and Service Committee, requesting membership for the individual. In response, the Committee will write a formal letter to the individual, inviting him/her to participate as a member of the Committee. All appropriate individuals at the member company/organization should be copied, as well as the AEIC Executive Director and Manager of AEIC Services.

In other cases, an individual may seek membership directly with the Committee or the Committee may directly seek an individual for membership. Any prospective member should indicate a willingness to actively participate in and attend meetings regularly. Following the individual's agreement to meet membership requirements, the Committee will write a formal letter to the individual, inviting him/her to participate with the Committee. All appropriate individuals at the prospective member's company/organization should be copied, as well as AEIC's Executive Director and Manager of AEIC Services.

In either scenario, Committee Officers may correspond with a prospective member by electronic mail. However, AEIC prefers that written correspondence to the prospective member be the vehicle to consummate committee membership, when possible.

If the Committee wishes to add a member from a company/organization that is not an AEIC member that company must first join the Association.

Guests from non-AEIC member companies may be invited to meetings by the Committee Chair, but should not attend meetings on a continuing basis.

It is the 2<sup>nd</sup> Vice Chair's responsibility to oversee all written membership correspondence.

## **6 MEMBERSHIP REQUIREMENTS**

The strength of the AEIC is its active, working committees. Committee members are expected to attend Committee meetings and participate on Committee Working Groups and Issue Teams. When attendance by a member is not possible, the Committee encourages its members to send an alternate from that company/organization. Upon failure to attend, or to be represented by an alternate for two consecutive meetings, the member will be requested to re-confirm his/her willingness and/or ability to participate with the Committee. If it is not possible to re-confirm participation, that individual may be removed from the Committee's roster and his/her place on the Committee may be filled by another individual.

It is the 2<sup>nd</sup> Vice Chair's responsibility to monitor membership, enforce the Committee's attendance and participation requirements and maintain the official roster of Committee members. The Manager – AEIC Services will coordinate membership lists with the 2<sup>nd</sup> Vice Chair.

## **7 COMMITTEE STRUCTURE AND LEADERSHIP RESPONSIBILITIES**

The MSC is one of six standing technical committees of the AEIC. The Committee Officers include the following positions with their primary responsibilities:

### **7.1 Chair's Primary Responsibilities**

- Plan and lead the Meter and Service Committee Session at committee meetings, during which each member of the Committee is able to report on the success/issues of the metering operations at their company/organization. At each meeting, AEIC members will give a report.
- Prepare a presentation to the AEIC Annual Meeting to discuss the value and importance of the metering function to utilities and electric systems, as well as outlining Committee accomplishments. Information generated from committee meetings, Working Groups and Issue Teams will support the presentation.
- Work with the First Vice-Chair to plan and develop AEIC-sponsored activities during committee meetings to include time for networking and sharing of operational and business practices among the AEIC membership.
- Work with the Past Chair on theme development, communications and marketing to develop committee direction, coordinate communication and market the committee.

## **7.2 First Vice-Chair's Primary Responsibilities**

- Leads and facilitates the planning of the total agenda for committee meetings. This includes scheduling a conference call with Working Group leadership to facilitate planning and coordinating with both AEIC and EEI members.
- Plan and lead the Roundtable Session at committee meetings.
- Maintain and direct the Manufacturer Liaison Program.
- Work with the Chair to plan and develop additional AEIC-sponsored activities during committee meetings to include time for networking and sharing of operational and business practices among the AEIC membership.

## **7.3 Second Vice-Chair's Primary Responsibilities**

- Member recruitment and retention to increase membership and participation. This includes recruiting new members from AEIC member companies/organizations who are not participating, as well as recruiting from AEIC companies participants who attend AEIC/EEI meetings but who are not members of the Committee and metering professionals who are not AEIC members to join AEIC, and then join the Meter and Service Committee.
- Monitor membership, enforce the Committee's attendance and participation requirements and maintain the official roster of Committee members.
- Maintain the AEIC Meter and Service Committee web page through coordination with committee members and AEIC.
- Create and communicate rules for participation on the Committee. Address attendance and participation in Committee meetings, Working Groups and Issue Teams.
- Oversee and coordinate all written membership correspondence.

## **7.4 Past Chair's Primary Responsibilities**

- Work with the Chair on theme development, communications and marketing to develop committee direction, coordinate communication and market the committee.
- Provide counsel and guidance to the Committee Officers based on first-hand experience and knowledge.
- Assist the Chair in the development of the presentation for the AEIC Annual Meeting.

## **7.5 Manager of AEIC Services Primary Responsibilities**

- Assist the Chair in the development of the presentation for the AEIC Annual Meeting.
- Coordinate membership lists and correspondence with the 2<sup>nd</sup> Vice Chair.
- Provides guidance and counsel to the Executive Leadership of the Committee and helps share best practices of the other AEIC Committees with Executive Leadership.

- Maintains the Meter and Service Committee's portion of the AEIC web site.

## **7.6 Committee Structure**

The MSC shall have a Chair, First Vice-Chair, Second Vice-Chair, Past Chair and other such officers and subcommittee Chairs as is deemed appropriate for the operation of the committee. These collective positions make up the Committee Officers of the Committee. Committee Officers normally serve for two years.

The First and Second Vice-Chair's serve for two years and then progress to the Chair and First Vice-Chair positions respectively for two years. Leadership responsibilities are rotated among member company representatives. As new Executive Leadership representatives are selected, it should be determined that the person chosen is willing and able to devote the necessary time to the leadership of the Committee over the next six years.

Qualifications for serving in an Executive Leadership role include: (1) Leadership capabilities, (2) Past attendance and participation in Committee activities, (3) Attitude, willingness, ability and company support to serve for a six-year commitment in the Second Vice-Chair, First Vice-Chair and Chair responsibilities.

Commitment to serving as an officer of the Committee is critical to the overall success of both the Committee and the Association. Therefore, the standing committee Chair, First Vice-Chair and Second Vice-Chair, who are responsible for leadership development of the Committee, should communicate the following points to a candidate being considered for the office of Second Vice-Chair:

- (1) Specific duties of the Chair and First Vice-Chair should be clearly understood by the prospective Second Vice-Chair.
- (2) Approval for the appointment should be obtained from a high enough level within the prospective Second Vice-Chair's company/organization to insure that the appropriate level of executive officer for the prospect's company/organization will have no difficulty in making a positive response to the appointment letter sent from the Executive Director of the Association, requesting approval of the appointment.
- (3) Since an attempt is made to rotate the Chair among a wide number of organizations, each organization is asked to contribute the time and administrative support necessary to assist the Vice-Chair and Chair, recognizing the many benefits for the entire electric utility industry that are received from committee work.

## **8 REPORTS PRESENTED AT THE AEIC ANNUAL MEETING**

Each AEIC Committee Chair is required to present a summary of the activities and industry contributions of his/her committee at the Annual Meeting of the Association, in October.

The Chair's report provides a unique opportunity to present information and ideas directly to senior industry officers who attend the AEIC Annual Meeting. The Meter and Service Committee's report initially should

cover the Committee's accomplishments and its activities for the year. More importantly, the report should focus top executives on the issues, opportunities, problems and threats that may be facing the meter and service industry, or the electric energy industry as a whole.

AEIC recommends that the Chair gather documents, information, photographs and other items necessary for the presentation throughout the year and begin preparation of the presentation immediately after the April Committee meeting. The Manager-AEIC Services will coordinate the logistics of the Committee presentation with the Chair, and is available to assist in presentation development.

## **9 COMMITTEE MEETINGS**

The Meter and Service Committee meets twice a year – typically in April and again in September. The meetings are usually 2-1/2 days in length.

AEIC's Meter and Service Committee has a symbiotic working relationship with the Edison Electric Institute (EEI) Metering Committee. The AEIC Meter and Service Committee and the (EEI) Metering Committee are two separate organizations, which are not affiliated. Each organization is responsible for conducting its own business in order to meet its specific goals.

However, at this time, members of both committees have concluded that a "Joint National Conference," held twice a year, will provide a broad forum for exchange of information. The conference is open to members of both committees, as well as invited guests. Officers of both the AEIC Meter and Service Committee and the EEI Metering Committee determine the meeting goals and agenda. Through mutual consent, the EEI staff determines the date and location of the Conference, and provides administrative services, while AEIC's Meter and Service Committee officers play a lead role in developing the agenda for the Conference.

AEIC recognizes that, at this time, Committee members feel that this Joint National Conference is of value and offers benefits. However, the other five AEIC Committees do not, as a general practice, meet jointly with other organizations – preferring to conduct business privately and independently.

AEIC will support the Joint National Conference venue with the following provisos:

1. AEIC Meter and Service Committee members must receive direct benefit, both personally and for their AEIC member company/organization, from the Joint National Conference venue.
2. In the opinion of the AEIC Committee officers, the Joint Conference format provides sufficient time and proper opportunity for the AEIC Meter and Service Committee to conduct its business and work toward providing its products and services.
3. The present AEIC Meter and Service Committee officers remain in a significant lead role in the governance of the Joint National Conference.

AEIC emphasizes that the AEIC Meter and Service Committee officers are under no obligation to continue the Joint National Conference venue. The AEIC officers may discontinue the joint venue at any time and

move the Committee to a private, “members only” meeting format, if they feel that the private meeting format more effectively advances the Committee’s goals and products.

The Meter and Service Committee meeting dates are shown on AEIC's web site, [www.aeic.org](http://www.aeic.org).

## **10 COMMITTEE OPERATION**

The work of the AEIC’s Meter and Service Committee is accomplished through the member company/organization representatives.

The Committee will accomplish its purpose and scope through the participation of member representatives on Working Groups and Issue Teams. The Committee Officers of the MSC shall solicit Committee members to serve in leadership roles of Working Groups and Issue Teams. A copy of the structural arrangement of Working Groups is shown in Appendix A, “Organizational Charts”. The Working Groups and Issue Teams as well as their duties and responsibilities are listed and described in the following sections.

### **10.1 Working Groups**

Committee members will participate in Working Group discussion and responsibilities. Members will be asked to participate by way of questionnaires, presentations and to serve in roles of leadership. Since AEIC meets jointly with the Edison Electric Institute (EEI) metering group, some of AEIC’s members will work jointly with EEI Working Groups. AEIC Working Groups are included in the following sections.

#### ***10.1.1 Meter and Service Committee (AEIC)***

Updates the Committee concerning Issue Teams work output, provides opportunities for Committee members to present an overview of their companies/organizations’ meter organization and provides updates concerning topics of interests to the Committee membership. Provides vision, leadership and adds value to the electric metering industry through identifying the strategic issues, developing specific recommendations, and implementing the results in partnership with manufacturers, utilities and customers.

#### ***10.1.2 Measurement Technologies Working Group (AEIC)***

This Working Group updates the Committee on technology advancements. The group identifies and resolves technical issues, operational issues and opportunities in metering technology and applications in regulated and unregulated environments.

#### ***10.1.3 Meter Business Operations Working Group (AEIC)***

This Working Group identifies issues that effect and impact metering operations. The group investigates topics such as management, training, workforce planning, regulatory operations, standardization, etc. in order to determine the most cost effective and efficient practices and procedures for improving the operations of metering organizations for member companies.

#### **10.1.4 Meter and Service Roundtable (AEIC)**

This is a closed session, open to members only. The roundtable provides a forum for attendees to survey the membership and share experiences on any metering topic. Members have the opportunity to share experiences, best practices and solutions.

#### **10.1.5 Metering System Subcommittee (EEI)**

Provide a forum for technical information exchange and advance the member companies'/organizations' expertise in the area of electricity measurement and customer communications systems, to influence product improvement, and to monitor the performance of electrical metering and related data acquisition systems.

#### **10.1.6 Strategic Metering Issues Working Group (EEI)**

This Working Group updates the metering community on various issues that impact the electrical metering industry. Add value to the utilities by providing leadership in improving the process of electric metering by interpreting the vision, identifying current and future metering and measurement needs and articulating these needs to various Working Groups and manufacturers for resolution.

#### **10.1.7 Customer Interface Technologies Working Group (EEI)**

Coordinates AEIC/EEI meeting session dealing with various technologies used to interface with the end-user or customer. Explores and advances the value of future customer interface technologies to provide enhanced services and information for internal/external customers of member companies/organizations.

### **10.2 Issue Teams**

Each Committee member will be assigned to at least one Issue Team. Each team will define its work output, work independently between committee meetings, and report to the Committee at regular meetings. AEIC Issue Teams are included as follows:

#### ***Workforce Planning Issue Team –***

Reports to the Meter and Service Committee officers. Reviews meter organization structures. Keeps up to date on how companies and organizations are preparing for employees leaving the work force. Discusses the creation of training programs and training manuals to teach new metering practitioners.

#### ***Advanced Meter Technology Issue Team –***

Reports to the Measurement Technologies Working Group. Discusses communication techniques for back hauling meter data. Provides direction to manufacturers and reviews the various AMR/AMI technologies and how they are being implemented and maintained. Reviews industry leading meter acquisition and data management techniques. Reports on ways to turn data into knowledgeable information to better manage the meter business.

***Best Business Practices Issue Team –***

Reports to the Meter Business Operations Working Group. Documents efficiencies and cost effective changes to the metering business. Documents how organizations are maximizing the value of our meter assets. Reviews the development of electric service requirements and possibilities of developing commonality of processes and procedures. Documents new meter qualification test requirements and new product evaluations.

***Safe Work Practices Issue Team –***

Reports to the Meter and Service Roundtable Working Group. Accumulates and reports on safety issues and near miss reports. Addresses how companies/organizations are dealing with safety practices, policies, rules and regulations. Documents and communicates results to general committee membership to foster industry best practices and safe work environments.

***10.2.1 Benchmarking***

The Meter and Service Committee will continue to develop and publish a best practices report. This report is for member companies only. Results of the report are used to compare and instigate discussions for improvement for member companies in the area of operations and maintenance.

***10.2.2 Metering Guidelines***

The Committee will develop and publish metering guidelines when specifying the implementation of various standards and specifications. It is extremely important to note that this document is a voluntary guideline for use by any utility, manufacturer or other interested party. Also, the existence of this document is not intended in any respect to preclude the design, manufacture, purchase, or use of any products not conforming to this document. These guidelines are located on the MSC homepage of the AEIC website, [www.aeic.org/meter\\_service/index.html](http://www.aeic.org/meter_service/index.html).

***10.2.3 Vendor Liaison Program***

AEIC members volunteer to represent a specific metering equipment vendor for purposes of providing update reports to the membership. Liaisons will request information (bulletins, announcements, etc.) from the vendors prior to all Committee meetings and will have the opportunity to present the information and otherwise speak on behalf of the vendor during the closed Meter and Service Roundtable session. This is an opportunity for vendors to have product information or services announced to the industry. It is the responsibility of the 1<sup>st</sup> Vice Chair to maintain and facilitate the Vendor Liaison Program.

**11 REVIEW AND REVISION OF THE MSC GUIDES**

The Meter and Service Committee Guides will be reviewed by the Committee Officers as changes are warranted. In addition, Committee members may submit requests for revisions. When changes are made to the Guides, the document will be presented, with revisions, to the membership through e-mail or at Committee meetings.

## **12 MSC CONTACT INFORMATION**

The contact information of representatives of the member companies is located on the AEIC web site, [www.aeic.org](http://www.aeic.org).