

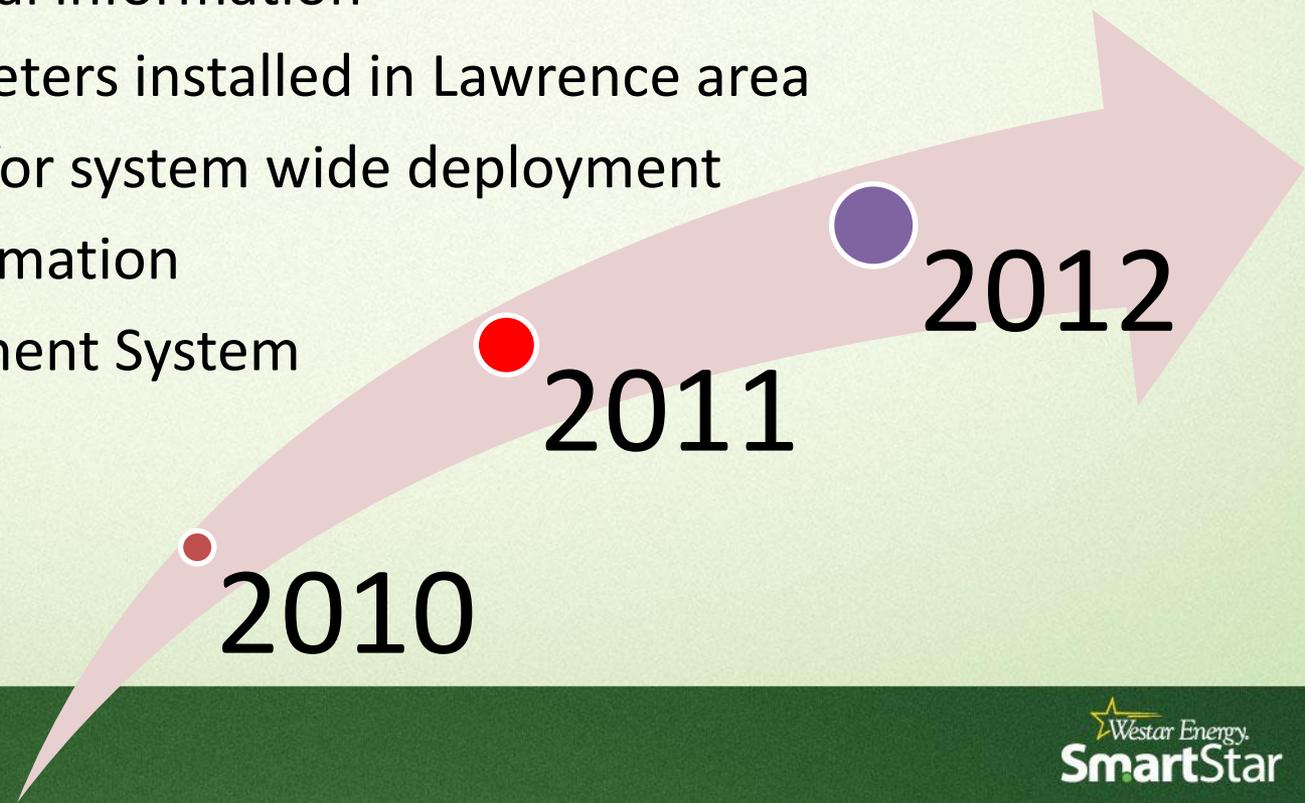
Kansas House of Representatives Energy & Utilities Committee

March 2, 2012



What is SmartStar Lawrence?

- Westar's three-year \$40M smart grid pilot program
- Smart Grid Investment Grant - \$19M
- Customer energy dashboard with up-to-date energy cost, usage and environmental information
- 43,000+ smart meters installed in Lawrence area
- IT infrastructure for system wide deployment
- Distribution Automation
- Outage Management System



Current Assessment

- 43,000 meters installed.
 - < 200 meters remaining for exchange
- 9,800+ dashboard accounts.
- 99%+ meter network communication.
- Distribution equipment installed.
 - In operation, some communication work remaining
- Outage management system in development.
 - 2013 production date

My Account

Manage your electric account

- mdlkka [View account details](#) [Sign Out](#)
- SmartStar Home**
- Pay my bill
 - Pay by Checking/Savings
 - Pay by Debit or Credit Card
 - Bank Plan
 - Authorized Pay Station
- My Account**
- Profile
- Manage My Bill**
- View Bill
- Enter Meter Read
- Average Payment Plan
- Meter History
- Meter Reading Schedule
- Payment Extension
- Transaction History
- Report a Power Outage**
- Report a Power Outage
- Report a Street Light Problem
- Start/Stop Service**
- Move Existing or Start Additional Service
- Stop Service
- Project Deserve**
- Contribute

My Electric Account For Service at -- 4242 JAYHAWK BLVD - LAWRENCE

Dashboard
My Energy
Alerts
Profile
Help

TAKE A VIDEO TOUR.

Watch the video

Check out the new SmartStar features

Account #: 86496

Next Bill Period Ends: May 23

Website Updated Through: 5/14/2011 3:15 PM

Most Recent Bill: \$96.91

Due Date: 4/26/2011

Account Balance: (\$1.14)

[Go To BillPay](#)

Projected Energy Cost

\$71 As of MAY 14

Projected **\$50**

[Details](#)

Cost is estimated and may not reflect all charges associated with this account.

Energy Usage

Usage is up **44%**

[Details](#)

Current average daily usage compared to last bill period.

Environmental Impact

4 trees

[Details](#)

Planting this many trees would offset your impact for the current bill period.

- Cut Energy Costs**
Switch to low-wattage light bulbs
Think of areas in your home where you don't need high intensity lighting. Considering switching to low-wattage bulbs in multiple areas could save you money.
- Be Energy Efficient**
Manage your energy usage
Install a programmable thermostat to maintain a comfortable temperature in your home and to manage usage during the winter and summer months.
- Reduce Your Impact**
Plant some deciduous trees
Reduce your heating and cooling costs with an energy-efficient landscape design.

Alert Settings

[Savings Alerts](#) | [Summary Reports](#) | [Delivery Settings](#)

Send Me a Summary...

Every 7 days and at the end of the bill period

Send me a report with my Cost, Usage, and Environmental impact

Email

Just at the end of a bill period

Send me a report at the end of my bill period with my Cost, Usage, and Environmental Impact

Email

[Save](#)

[Feedback](#)

[Cost](#) | [Usage](#) | [Carbon](#)



What should I be looking for?

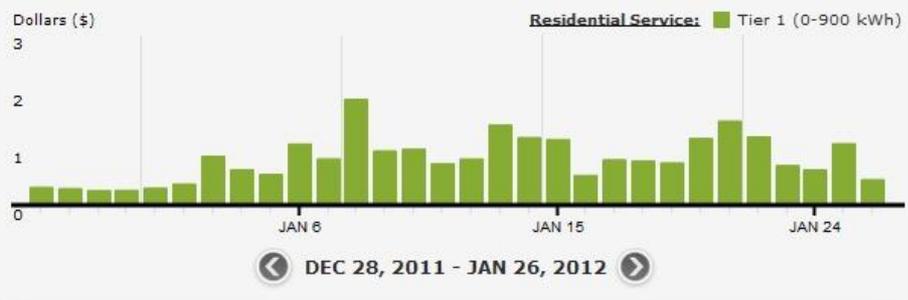
Look for a spike in the graph to the left. Maybe something out of the ordinary happened that day? Look to past bill periods to see if this pattern is typical for your usage.

Keep in mind

- Most people tend to use more on the weekends
- Most people tend to use more on weekdays between 6 AM-11 AM and 5 PM-8 PM

My Cost Details

Zoom: [1 Day](#) | [1 Bill](#) | [12 Bills](#) | [Max](#)



Date	0-900 kWh	900+ kWh	Total
DEC 28 - JAN 26	\$24.21		\$24.21
Total with Customer Charge, Taxes, and Fees			\$34.68

Note: Totals may not add up due to rounding.

[More Details](#)

Log in to your dashboard at www.westarenergy.com

2012 Major Initiatives

- Service order automation – 4 major types representing over 50% of service orders.
- Pilot TOU rate support.
- Business process integration.
- Business case evaluation.
- Customer feedback & fine tuning of information.
- Prepare OMS/Mobile Dispatch system for 2013 implementation.



Westar Energy
SmartStar

The image features the Westar Energy logo, which consists of a yellow star with a horizontal line extending to the right from its top point. Below the star, the words "Westar Energy" are written in a white, italicized serif font. Underneath that, the word "SmartStar" is written in a white, bold, sans-serif font. A small green dot is positioned below the letter 'a' in "SmartStar". The entire logo is centered on a solid green background.