SMT Customer Registration Improvement by 3rd Party Service Provider
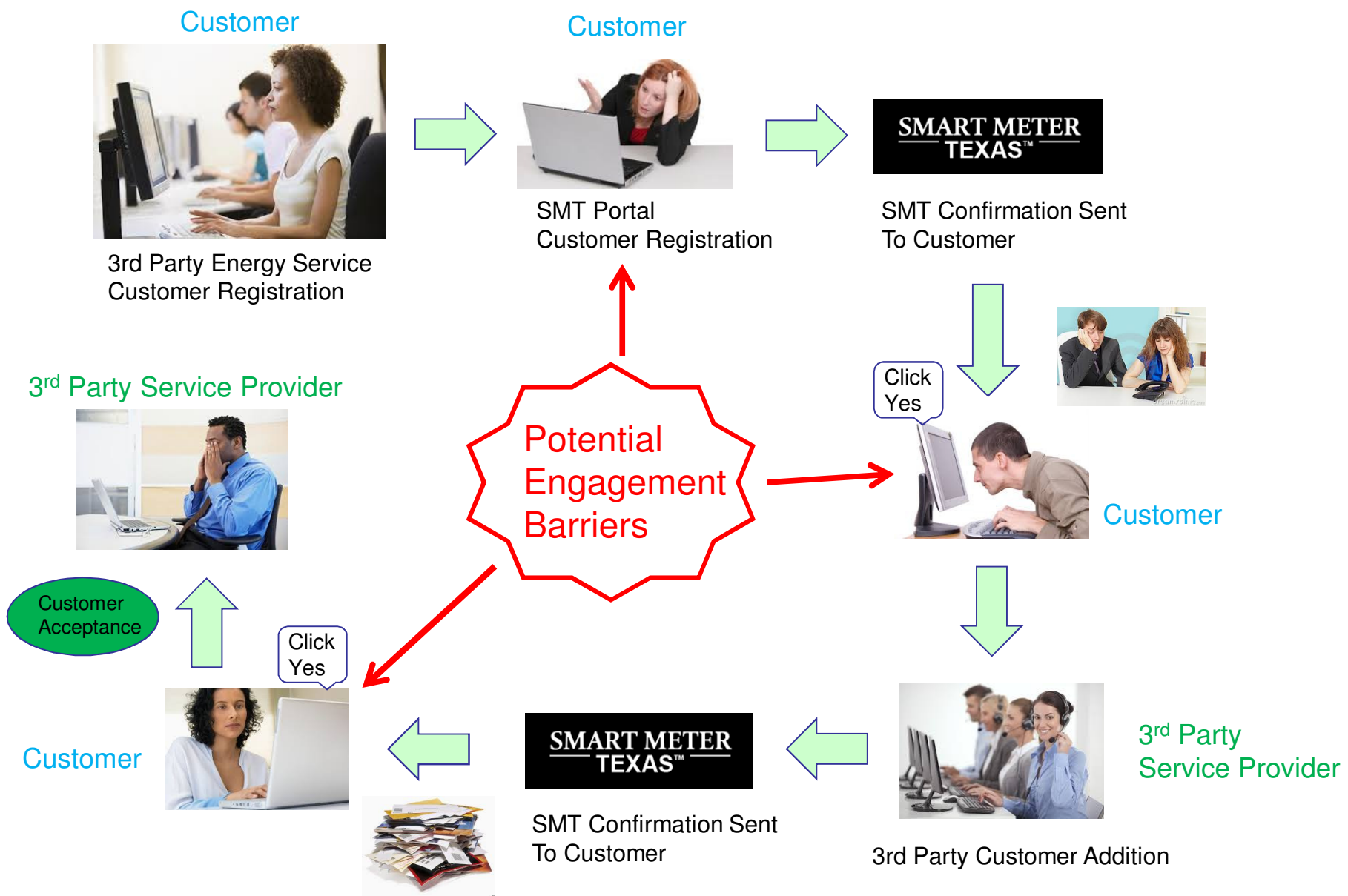
Samsung Research America

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Purpose
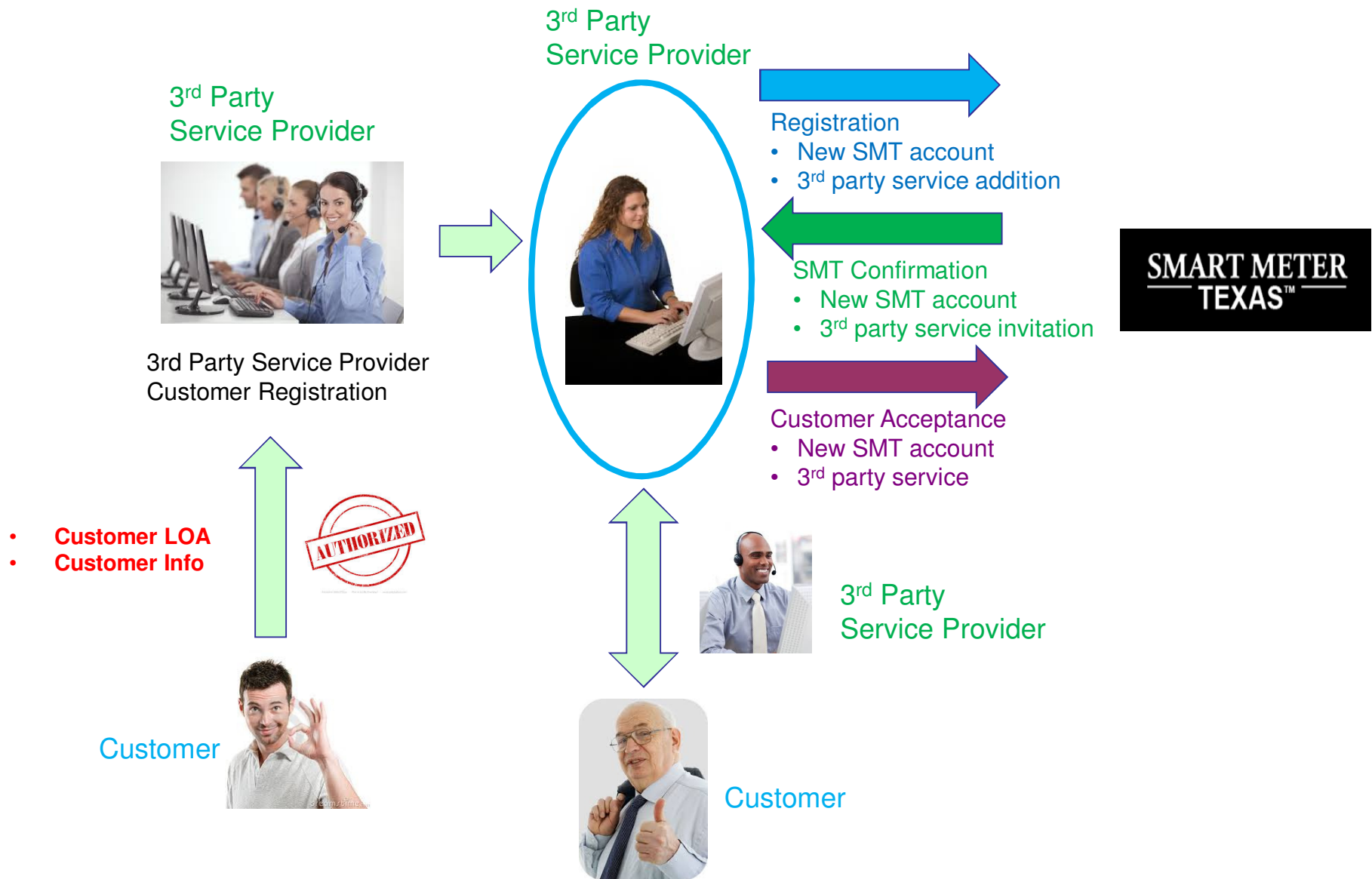
❑ Try to provide (or assimilate) one-stop seamless user experience of combining 3rd party service and SMT registration process.

- ❖ Current SMT "Federation" requires a discontinuous "in-person" portal interactions for a SMT customer registration
    - ❖ A potential deterrence factor for SMT service engagement
- ❖ Assimilate "one-stop & one-time" user registration engagement experience

Current 3rd Party Customer SMT Registration Process

Customer

Customer

3rd Party Energy Service
Customer Registration

SMT Portal
Customer Registration

SMART METER TEXAS™

SMT Confirmation Sent
To Customer

3rd Party Service Provider

Click
Yes

Potential
Engagement
Barriers

Customer

Customer
Acceptance

Click
Yes

Customer

3rd Party
Service Provider

SMART METER TEXAS™

SMT Confirmation Sent
To Customer

3rd Party Customer Addition

Desired 3rd Party Customer SMT Registration Process

3rd Party
Service Provider

3rd Party
Service Provider

3rd Party Service Provider
Customer Registration

Registration
- New SMT account
- 3rd party service addition

SMT Confirmation
- New SMT account
- 3rd party service invitation

Customer Acceptance
- New SMT account
- 3rd party service

SMART METER TEXAS™

- **Customer LOA**
- **Customer Info**

AUTHORIZED

Customer

3rd Party
Service Provider

Customer

Benefits

❑One unified customer interface channel

❑3rd party enabling better SMT registration issue tracking

❑3rd party reaching broader new customer basis for SMT

  ❑ Encompass previously excluded population with no/minimal computer skill, no broadband equipment, and limited English communication skills

Solution 1: Federation Process Modification

1. A customer registers 3rd party service.

  A. Provides LOA for all SMT related registration process.
    I. Including a permission to access or create SMT user ID & password
  B. Provides SMT registration related customer information
    I. Obtain user ID & password for existing SMT customers

2. If the customer has no SMT account,

  A. 3rd party register its customer for a new SMT account setup.
    I. 3rd party creates user ID & password for the customer
  B. SMT sends a confirmation letter/email to both the customer and 3rd party.
  C. 3rd party sends an acceptance response to SMT on behalf of the customer.

3. If the customer has already SMT account,

  A. 3rd party adds its customer for 3rd party service invitation.
  B. SMT sends an invitation letter/email to both the customer and 3rd party.
  C. 3rd party sends an acceptance response to SMT on behalf of the customer.

Solution 2: Equal Access (Like REPs)

❑Provide 3rd party the same access methodology that REPs are currently accessing their customer data via SMT (without explicit customer SMT registration) upon customer's LOA inception.

Solution ?

❑ API based customer registration?

❑ Open for other solutions to make customer registration seamless and convenient.