Thought Leaders Speak Out 2023

ENGAGING CUSTOMERS WITH TECHNOLOGY

Key Takeaways: Harnessing the Power of Next-Gen AMI to Enhance Grid and Customer Solutions
Fireside Chat with Alabama Power and Sensus (October 2023)

The Institute for Electric Innovation's *Thought Leaders Speak Out 2023: Engaging Customers with Technology* series brings together electric company executives with customer responsibilities to share lessons learned and the results of successful customer engagement strategies.

This dialogue focused on leveraging next-gen Advanced Metering Infrastructure (AMI) to enhance grid and customer solutions and featured a discussion between Brandon Lundy of Alabama Power and David Stair and Derl Rhoades of Sensus, a Xylem Brand. Southern Company was one of the early adopters of AMI and currently deploys more than 4 million meters across its operating companies, including Alabama Power. Adam Cooper of IEI provided welcome and closing remarks, and David Hutchens of Fortis, Inc. moderated the discussion. Key takeaways are summarized and highlighted below.

Click Here for the Agenda and Speaker Bios

Watch Fortis' Opening Remarks Here

Alabama Power's AMI journey and advancements in next-gen AMI.

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Alabama Power describes the initial rollout of its AMI system and how it evolved to become a critical asset to advance grid and customer solutions.

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Sensus describes key features of next-gen AMI. Next-gen AMI offers greater customizability, comparing them to the ever-customizable iPhone, and multiple communication networks for electric companies to develop a wide range of applications to manage complex and unique sets of challenges specific to each market and evolving customer and grid needs.

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Alabama Power discusses how they worked with Sensus to update features in existing AMI devices, installed 15 years ago, facilitating a smooth transition to next-gen AMI applications.

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Sensus emphasizes the importance of considering the future grid and customer needs 10-15 years out when deploying AMI systems.

Leveraging AMI data insights to optimize grid operations and customer experience.

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Alabama Power explains the breadth of the grid and customer insights the company can gain through the AMI system. Alabama Power uses its AMI as a distribution network planning tool as each individual device acts as a grid sensor. Alabama Power also uses AMI data to design and drive customer participation in time-varying rates and other demand response programs.

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Alabama Power showcases an example of using the \AMI system to reduce O&M costs by streamlining the work process for identifying loose neutrals. Before the AMI system, it took multiple customer calls and 3-4 truck rolls to resolve a loose neutral, now their AMI system identifies loose neutrals at a 100% success rate.

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Sensus describes how sub-second data from AMI can assist electric companies in understanding the health of grid assets and identify points of failure in advance for preventative maintenance. In addition, the AMI system can detect customers with EVs and facilitate managed charging.

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Sensus emphasizes the importance of private telecommunication networks for secure and timely data collection and analytics to enable faster outage restoration efforts.