

# Thought Leaders Speak Out 2024

## ENGAGING CUSTOMERS WITH TECHNOLOGY

### Key Takeaways: Leveraging Next-Gen AMI to Drive Customer and Grid Value

A Fireside Chat with Alliant Energy and Sensus  
(December 2024)

The Institute for Electric Innovation's ***Thought Leaders Speak Out 2024: 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 how Alliant Energy and Sensus are partnering to leverage new capabilities of next-gen AMI to enhance efficiency and deliver enhanced customer solutions. The dialogue featured a discussion between Randy Bauer of Alliant Energy and Derl Rhoades of Sensus. Adam Cooper of IEI provided welcome remarks, and Dave 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](#)

***Leveraging next-gen AMI to enhance operational efficiency and service quality.***

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Alliant Energy outlines their AMI implementation journey in Wisconsin and Iowa. The investment in AMI was driven by the goal of improving operational efficiency, particularly through remote disconnect capabilities and reducing costs associated with meter reading.

 **Video Clip** [Here](#)

Alliant Energy outlines how AMI brings numerous benefits that enhance operational efficiency and improve service quality for customers. These benefits include optimizing grid management through phase detection to improve accuracy of distribution mapping, identifying underperforming circuits, and providing customers with personalized energy usage insight.

 **Video Clip [Here](#)**

Alliant Energy shares two examples where Sensus meters' power-fail alerts helped ensure customer safety, including incidents involving a building collapse and fire hazards.

 **Video Clip [Here](#)**

Sensus ensures seamless interoperability and smooth migration across different generations of meters by building new features around core capabilities, such as power outages and restorations, which remain consistent and fully compatible.

***Advancing new AMI capabilities and future developments.***

 **Video Clip [Here](#)**

Sensus explains that the advanced computing power of next-gen AMI enables the generation of actionable customer insights, helping electric companies manage distributed energy resources and provide more personalized energy usage insights to customers.

 **Video Clip [Here](#)**

Sensus explains that the computing power of their latest meter, Stratus IQ+, has increased by 15 times compared to the original Stratus meter from 6-7 years ago. Sensus estimates that computing power doubles every 18 months with continuous improvements.

 **Video Clip [Here](#)**

Sensus discusses the next phase of their AMI evolution, focusing on grid-edge applications to manage customer-sited distributed energy resources, such as EVs and HVAC systems, through the meter. They are also exploring the addition of cellular communications within the meter.