



Shape the future
with confidence

Utilities can transform the energy experience with advanced metering infrastructure

The better the question. The better the answer. The better the world works.



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The energy industry is rapidly transforming. As customer expectations for reliability and seamless service grow, utilities face a critical moment. Efficiency, transparency and a customer focus are now more essential than ever before.

By leveraging advanced metering infrastructure (AMI) beyond traditional uses, utilities can boost their operational effectiveness and increase customer engagement. We work with utilities to optimize AMI data usage through a streamlined process that meets business and customer needs without heavy investments or complex systems.

More than **80%** of utilities have adopted AMI 1.0 and are seeing benefits, but opportunities remain.*

* Jones, Jonathan S., "Smart meter penetration surpasses 80% in North America," *Renewable Energy World website*, www.renewableenergyworld.com, June 11, 2024.

Unlock AMI's potential

- **Real-time data** access paves the way for dynamic pricing and targeted interventions to manage peak demand effectively.
- **Enhanced customer engagement** is possible with personalized energy reports, usage alerts and tools.
- **Demand response (DR) programs** better forecast and proactively respond to demand fluctuations.
- **Advanced analytics** enables utilities to identify trends, forecast future usage patterns and develop targeted energy efficiency (EE) solutions.
- **New revenue streams** are made possible around energy consulting, load forecasting for businesses and participation in energy markets.
- **Time-of-use (TOU) pricing programs** encourage customers to shift their energy usage to off-peak hours due to variable pricing structures.
- **Smart thermostat integration** enables automated energy-saving features that respond to real-time usage data.
- **Prepayment options** allow customers to manage their accounts flexibly.

We also see significant potential for utilities adopting AMI 2.0, which includes additional capabilities around distributed energy resources, real-time data processing and instant consumer connectivity.

Explore AMI 2.0 capabilities

- **Enhanced real-time data access** can allow users to monitor their energy usage and its drivers in real time, eliminating the typical 15-minute data lag.
- **EE and DR programs** can enable more targeted incentives with high-resolution data.
- **Wi-Fi connectivity with other devices**, such as charging stations, batteries and water heaters, can improve demand flexibility.
- **Safety enhancements** can detect potential electrical anomalies, such as loose wiring or water intrusion, which may pose safety hazards to customers.
- **Device-specific TOU rates** can be tailored thanks to high-resolution data without the need for additional meters.
- **Proactive product recommendations**, such as TOU rates or products, can align more directly with customer needs.
- **Meter investigations and billing complaints** can be streamlined and resolved more quickly with enhanced data capabilities.
- **Outage management** can improve with proactive identification of the outage potential and conditions in the distribution system.
- **Distributed energy resource adoption** can increase as real-time disaggregation and power monitoring enable customers to install devices, such as heat pumps and charging stations, without the substantial investment of upgrading their electrical systems.

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US SCORE no. 26828-251US
2503-12440-CS
ED None

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