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MANAGEMENT CONSULTANTS

Harvesting the Benefits You Expect from Advanced Metering Infrastructure (AMI) and Smart Grid

It's not as easy as you might think...

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Smart. Focused. Done Right.®

AMI Is Enabling the Connected Future—But It's Challenging...



AMI and smart meters are being deployed with great promise

- Electric companies have installed 65 million smart meters, covering more than 50% of U.S. households, as of year-end 2015
- The rapid technological advancement of AMI-connected end-point devices, and supporting analytics, is fueling a new wave of AMI-enabled products and services
- Electric companies are using smart meter data today to improve grid operations, integrate distributed energy resources, provide customer services, and support innovative pricing¹



Harvesting the benefits associated with the promise has proven challenging

- AMI business cases are developed with inadequate identification and validation of potential benefits
- Smart meters and devices are deployed before operations, organizations, and systems are ready
- Tracking and measuring of AMI benefits is done in a haphazard way, if at all
- Intentionality and focus needed to fully harvest AMI benefits is largely missing



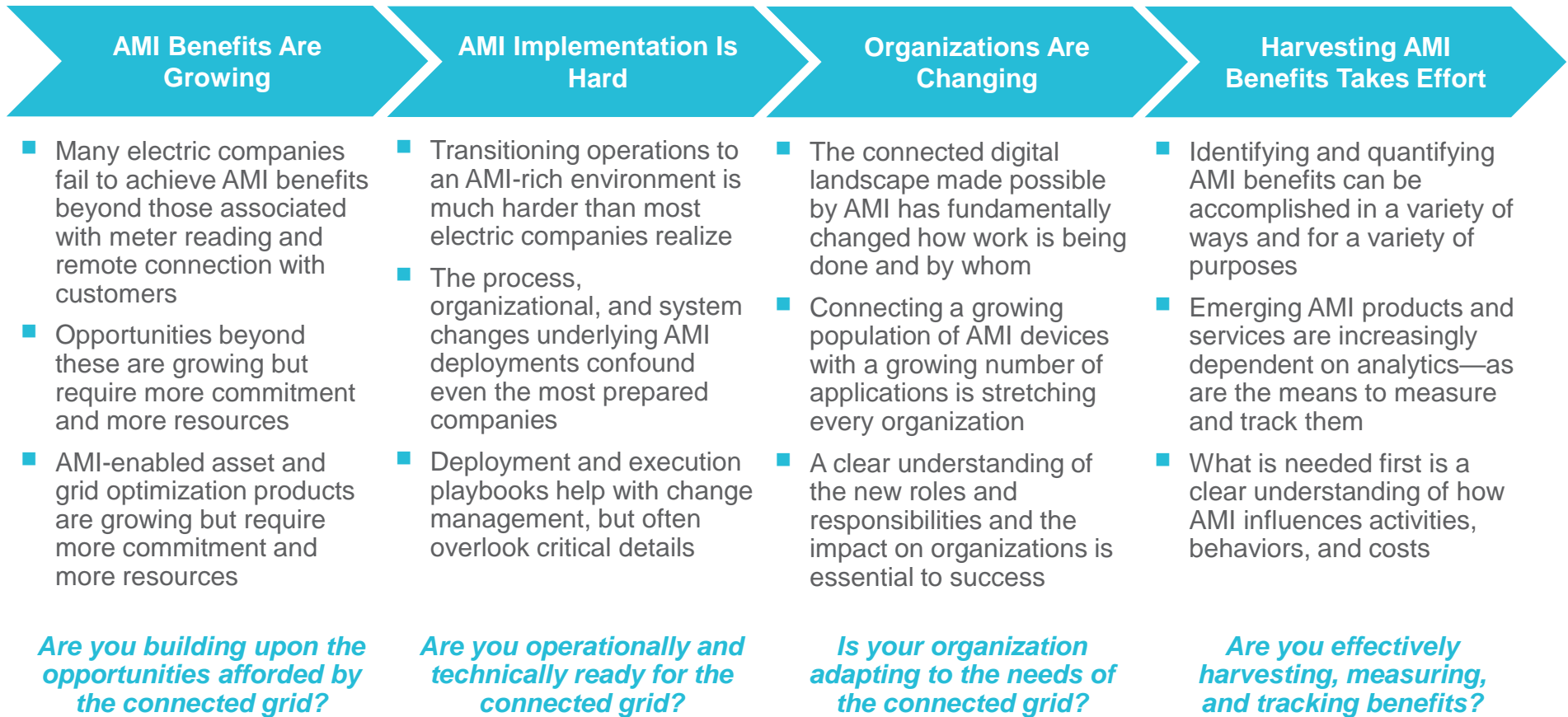
The quicker you realize the challenges, the better...

- *If you are planning or preparing for deployment* – broaden your view of benefit opportunities and increase the involvement of operations in how the benefits will be realized
- *If you are in the middle of deployment* – develop and maintain a laser focus on operational and organizational readiness throughout implementation
- *If you have completed deployment* – ensure you are truly harvesting the benefits and are effectively tracking and measuring the results

¹ Source: [Electric Company Smart Meter Deployments: Foundation for A Smart Grid](#), IEI Report, October 2016

AMI Promises Multiple Benefits – Are You Harvesting Yours?

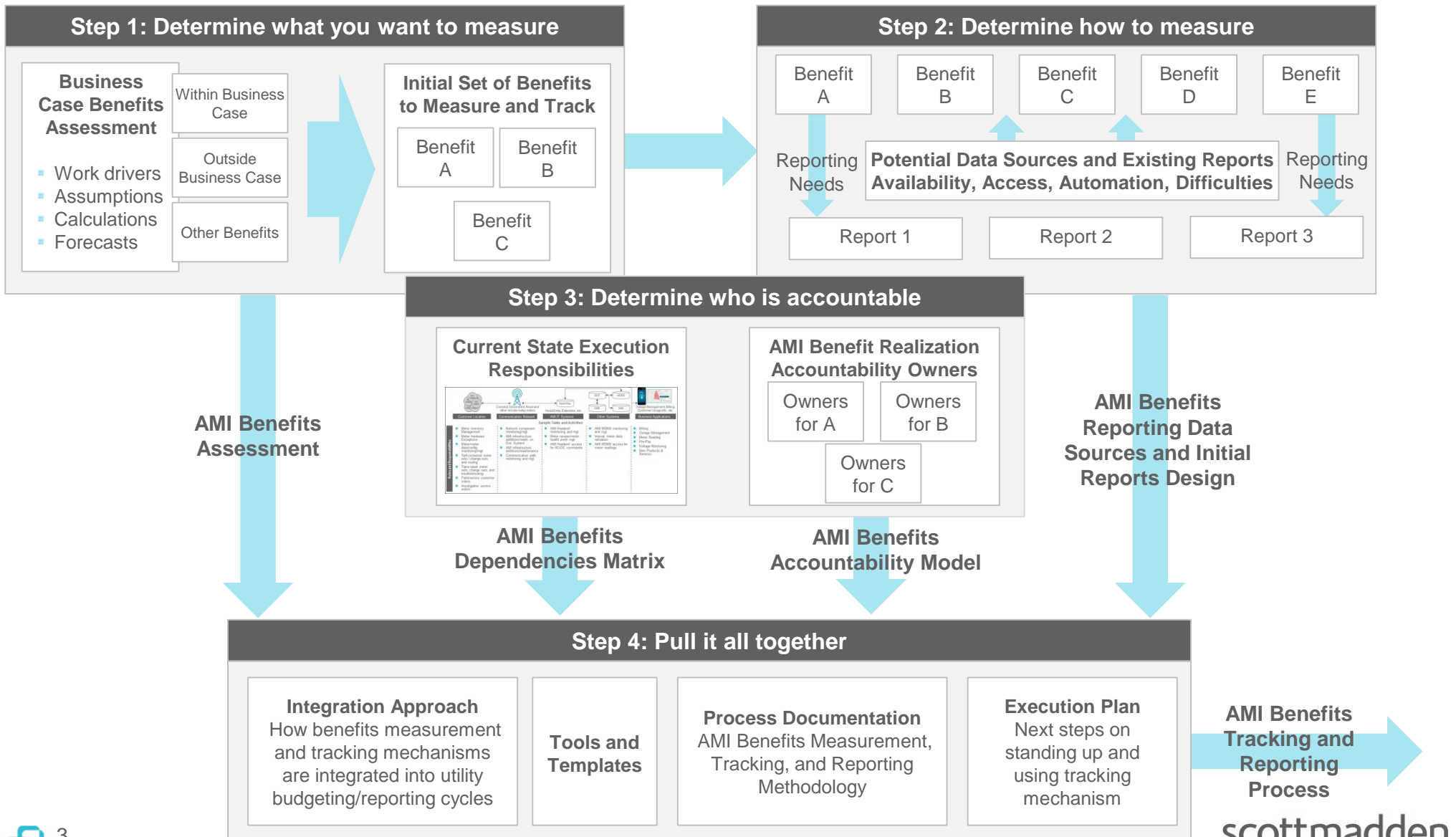
Leading practices for AMI start before the business case and RFPs and continue throughout full-scale deployment—technical readiness is a given, operational readiness is often overlooked, analytical readiness is emerging.



Harvesting AMI benefits from both current and emerging functionality is highly dependent upon the right mixture of implementation know-how, operational clarity, organizational alignment, and an ability to track and measure everything.

Measuring and Tracking AMI Benefits – Are You There Yet?

ScottMadden has supported many utilities in their AMI journey. We have a proven process to guide utilities to understanding benefits and achieving measurement and realization of those benefits:



ScottMadden Can Help – Our AMI Experience Speaks for Itself

Business Case Development and Assessment

- AMI business case development, modeling, and assessment
- AMI business case benefits identification, assumptions/calculation development, and alignment with “the field”
- Smart Grid evolution planning and integration of AMI network functionality and data into distribution edge asset management and optimization processes
- AMI business case benefits measurement, tracking, and reporting design and implementation

AMI/Smart Grid Implementation

- Identification and prioritization of AMI/Smart Grid business, IT, organizational, and customer requirements
- Identifying process, infrastructure, systems, and organizational impacts
- Meter and AMI infrastructure implementation planning and deployment sequencing
- Internal/external deployment and operational labor strategies
- Deployment “playbook” for deploying meters and communication infrastructure within a region, zone, district, or operating center
- Consolidated road maps reflecting deployment, network/system integration, and business/operational readiness activities

AMI/Smart Grid Operational Framework

- Key success factors for planning, implementing, and operating an AMI/Smart Grid infrastructure and applications
- AMI roles, responsibilities, and accountabilities development and clarification within and across functional organizations
- Tracking, reporting, and analysis of AMI volumetric and financial measures, metrics, and identification of changes needed to ensure realization of benefits

Operational Readiness and Change Management

- Business process modification and/or re-development integrating the impact of AMI into existing work processes and practices
 - Field and customer service orders
 - AMI network and infrastructure monitoring and management
 - Customer service, billing, and revenue protection
 - Outage management, distribution operations, and distribution optimization
- Operational change management, including labor strategies

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