From meter reading to business leading: Using AMI to modernize utility operations

Consulting case study
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Key takeaways

- A large East Coast utility needed to modernize its operations through advanced metering infrastructure (AMI) implementation.
- E Source partnered with the utility to build a business case for regulatory approval and develop an operating model for an organization-wide AMI deployment.
- The utility moved from a traditional meter-focused operation to a data-driven Smart Meter Operations Center (SMOC), deploying over three million meters in three years.

The challenge

A large East Coast utility needed a business strategy to execute an operations modernization initiative focused on AMI implementation. After five years of struggling to gain regulatory approval, it was one of the last electric utilities in the US to implement AMI. This delay increased risks related to customer satisfaction and reputational impact. Additionally, the utility needed a partner to support the development of a business case, strategy, project implementation plan, and execution.

The solution

E Source partnered with the utility to build a case for regulatory approval and develop a comprehensive business plan and roadmap for AMI deployment. To align the AMI implementation plan with operational value, E Source conducted workshops with business and technical teams throughout the organization to document requirements for 22 use cases.

These workshops focused on operational impacts and quantitative benefits, including:

Could your technology initiatives benefit from a helping hand?

Contact our team to learn more about our expertise and how we can help.

- Distribution
- Core operations
- Planning
- Energy efficiency
- Customer programs and engagement

The documented use case requirements formed the basis for a commercial RFP release and directed the design of the utility's AMI platform. After the implementation, E Source ensured the utility changed its operating model to sustain the success of the implementation.

The results

E Source facilitated the deployment of the AMI network and 70,000 AMI meters in the first year after regulatory approval, and over three million meters the following three years. The effort transformed a meter-focused operation into a data-centric SMOC with a target operating model, processes, automation, and data governance that supported the larger and more complex operation. E Source continues to support the utility's AMI strategy and implementation.

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