

# VOICES of Experience

Leveraging AMI Networks and Data



Advanced Grid  
Research

OFFICE OF ELECTRICITY  
US DEPARTMENT OF ENERGY

## At a Glance: AMI-Enabled Customer Benefits

Fewer unplanned outages/ increased reliability	<ul style="list-style-type: none"> <li>Proactive maintenance allows utilities to better assess asset health and plan equipment replacements. Planned replacements are quicker (so the outage is shorter) and cost less.</li> </ul>
Faster restoration times and improved services	<ul style="list-style-type: none"> <li>Utilities can more accurately determine the location of outages and dispatch crews more efficiently.</li> <li>More complete restorations. Crews can verify that the restoration is complete before moving to another area including detecting “nested” outages.</li> <li>Outage updates and proactive outage notifications keep the customer informed.</li> </ul>
Improved power quality	<ul style="list-style-type: none"> <li>Visibility into how the system is operating allows utilities to better detect voltage fluctuations that can create power quality issues.</li> </ul>
More information and control	<ul style="list-style-type: none"> <li>Web portals and apps can provide information to empower customers to understand their usage patterns and find opportunities to lower their energy costs.</li> <li>High bill alerts help customers track their energy usage and costs.</li> <li>Additional data for high bill research that helps customers tie behavior to costs and make changes that can lower their bill.</li> <li>With more information for customer service reps, utilities report high customer satisfaction and better call resolution.</li> <li>Fewer estimated reads increases customer confidence and trust.</li> </ul>
Increased convenience	<ul style="list-style-type: none"> <li>Customers do not have to call in to report an outage.</li> <li>Remote connection of service allows immediate service connections (and disconnections) without sending a field technician to the customer site.</li> <li>More self-service capabilities such as the ability to “ping” a meter during an outage restoration, view a projected bill, pay a bill, and start or stop service online.</li> <li>Information specific to the customer can be delivered proactively and made available to the call center for better call resolution.</li> </ul>
Reduced fees and costs	<ul style="list-style-type: none"> <li>Reduction or elimination of fees for reconnecting service after no-pay or for establishing new service.</li> <li>More rate options that align with customer behavior to decrease energy usage and lower costs.</li> <li>Easier access to demand response programs and products that help customers to save money.</li> </ul>
Customer safety	<ul style="list-style-type: none"> <li>Identifying unregistered PV installations/code violations</li> <li>Identifying downed live conductors</li> <li>Identifying heated customer panels/sockets using temperature data to help with fire prevention</li> <li>Determine fire-caused outages using temperature data</li> </ul>