### At a Glance: AML-Enabled Customer Benefits

<table>
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<th>Fewer unplanned outages/ increased reliability</th>
<th>• 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.</th>
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| Faster restoration times and improved services | • Utilities can more accurately determine the location of outages and dispatch crews more efficiently.  
• More complete restorations. Crews can verify that the restoration is complete before moving to another area including detecting “nested” outages.  
• Outage updates and proactive outage notifications keep the customer informed. |
| Improved power quality | • Visibility into how the system is operating allows utilities to better detect voltage fluctuations that can create power quality issues. |
| More information and control | • Web portals and apps can provide information to empower customers to understand their usage patterns and find opportunities to lower their energy costs.  
• High bill alerts help customers track their energy usage and costs.  
• Additional data for high bill research that helps customers tie behavior to costs and make changes that can lower their bill.  
• With more information for customer service reps, utilities report high customer satisfaction and better call resolution.  
• Fewer estimated reads increases customer confidence and trust. |
| Increased convenience | • Customers do not have to call in to report an outage.  
• Remote connection of service allows immediate service connections (and disconnections) without sending a field technician to the customer site.  
• 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.  
• Information specific to the customer can be delivered proactively and made available to the call center for better call resolution. |
| Reduced fees and costs | • Reduction or elimination of fees for reconnecting service after no-pay or for establishing new service.  
• More rate options that align with customer behavior to decrease energy usage and lower costs.  
• Easier access to demand response programs and products that help customers to save money. |
| Customer safety | • Identifying unregistered PV installations/code violations  
• Identifying downed live conductors  
• Identifying heated customer panels/sockets using temperature data to help with fire prevention  
• Determine fire-caused outages using temperature data |