

Implementing a Metering Pilot Project

Guidelines for Success



Experience beyond Technology - Key Lessons from our AMI deployments



1. Utility Internal Preparation



2. Anticipate Future Requirements



3. Contractor processes



4. Customer Engagement

Key Lessons from AMI deployments

Utility Preparation

- Assess own competences
 - Internal Resources Planning
- Decide on the level of services required (What does the project require?)
 - Full Turnkey
 - System integration
 - Installations only
 - BOT (Build Operate and Transfer)
 - Maintenance
 - 1st line
 - 2nd line



Key Lessons from AMI deployments

Internal Preparation

- Determine required processes changes to capture all benefits of the new technology
- Plan integration into ERP systems
 - Examples of Used cases
 - Disconnect / Reconnect
 - Meter reading, new process and timing
 - Meter change out process, understand the current process and adapt
 - etc



Key Lessons from AMI deployments

Internal Preparation

- Consider the impact on your organisation ...Business transformation
 - e.g. changed meter reading process
 - No longer sending personnel to dis / re-connect meters
- Typology info and clean customer data available to share with contractor
- Define high level plan, eg what areas will be started with.
- Who in the organization will be taking ownership of the newly implemented solution
- What must be done with old equipment? process to be defined



Key Lessons from AMI deployments

Anticipate Future Requirements

- + New utility tariffs
 - Approved TOU domestic Tariffs
 - Renewable tariffs and policies
- + Procedure to access to the customer premises
- + COC certifications (Appliance control) if required
- + Anticipated installed base (Future Scope)
- + Interoperability on the various platforms
 - Metering and auxiliary equipment
 - Communication mediums (ICSA licences, longevity. etc)
 - IT / Back office (consider the rollout plan, do not purchase hardware for 200K meters when the pilot project is for three years)



Key Lessons from AMI deployments

Anticipate Future Requirements

- + Training on new technology
 - Call desk 1st line
 - Support personnel 2nd line
 - ERP personnel (Billing)
 - Communication experts
 - Scada grid team
 - Other affected departments



Key Lessons from AMI deployments

The Contractor

- A clear scope of work “signed and agreed by both parties”
- Weekly project reporting
- Monthly feedback meetings for both the external project and internal utility project status
- Consider particular conditions in deployment areas
 - Weather
 - Installation practices of the utility
 - Safety of contractors and utility staff members, “not all customers want this new technology”



Key Lessons from AMI deployments

The Contractor

- Pre-inspection and preparation visits to every site, do not make assumptions
- Detailed record keeping and images of
 - All equipment before removal
 - Final readings
 - Condition of site and a process required for failed installation
 - Location address, GPS etc
 - Customer details (if possible)
 - Detailed info record of final installation
- Records to be completed daily
- Installations uploaded and signed off weekly



Key Lessons from AMI deployments

Customer Engagement

- Educate your customer base well ahead of the roll-out
- Show benefits to all: Government, Industry and community groups and particularly for end-customer
- Customer Notifications issued timeously
- Press or public announcements
- Public or community workshops
- Customer follow-up, unhappy customers could block or stop the project implementation
- Utility should consider a trained marketing team to work with the contractor in the field (issues raised that has nothing to do with the planned rollout)



Key Lessons from AMI deployments

Conclusion

- The Landis+Gyr AMI technology is the easy part, “the equipment works”
- Lessons learnt
 - Lack of accurate data before the project starts (customer info / typology layouts)
 - Adapting processes within the Utilities, change processes specific to AMI
 - **Customer engagement** (buy in) is a big issue to be address country wide (**access to premises**)
 - Project closure “many reasons” eg scope creep



