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
    - 1\textsuperscript{st} line
    - 2\textsuperscript{nd} 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/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