



# Advanced Metering Infrastructure (AMI) Program Update

All Committee Meeting  
November 19, 2024



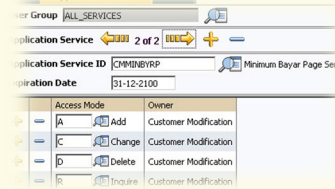
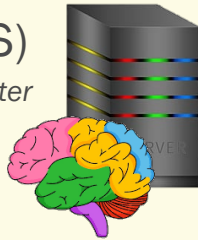
# Agenda

- Program Overview and Complexity
- Customer Capabilities
- Future Storm Response Enhancements
- Marketing, Communication, and Education
- Q&A

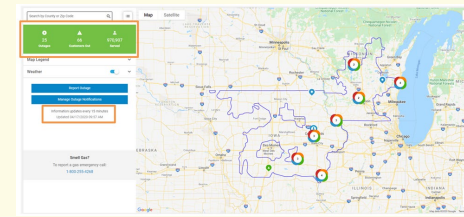
# AMI Program – Next Gen Grid

PF 2050 Themes  
Perfect Power  
Customer Freedom  
Digitally Driven  
Future Ready Posture

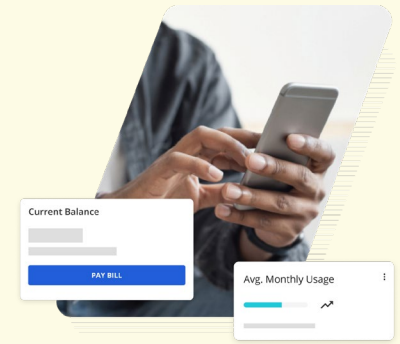
AMI Head-End  
System (HES)  
*L&G Command Center*



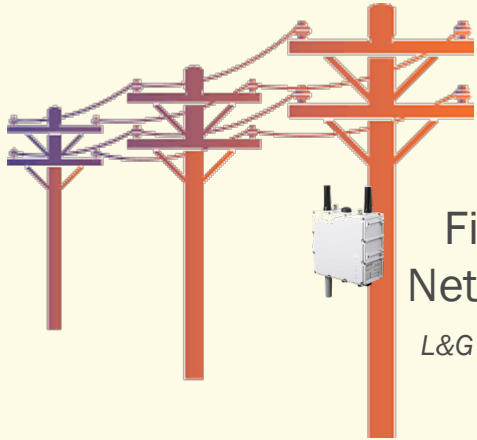
Customer Care & Billing  
(CC&B) Integrations  
*Oracle CC&B*



Outage Map  
*SEW Smart CX*



Customer Platform  
*SEW Smart CX*



Field Area  
Network (FAN)  
*L&G Gridstream RF*



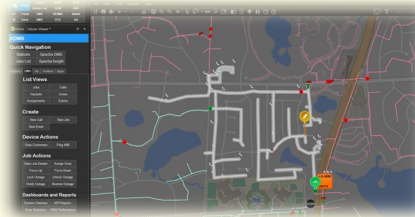
Meter Data Management  
System (MDMS)  
*L&G Gridstream*



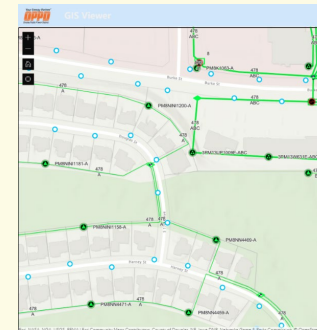
Enterprise Asset Management  
System (EAM)  
*IBM Maximo*



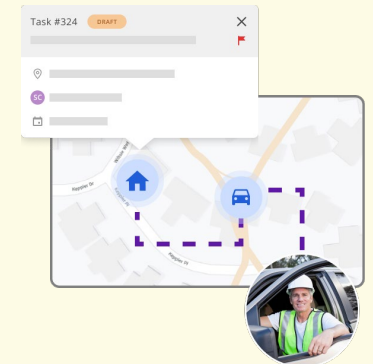
AMI 2.0 Meter  
*L&G Revelo Meter*



Outage Management  
System (OMS)  
*AspenTech/OSI OMS*

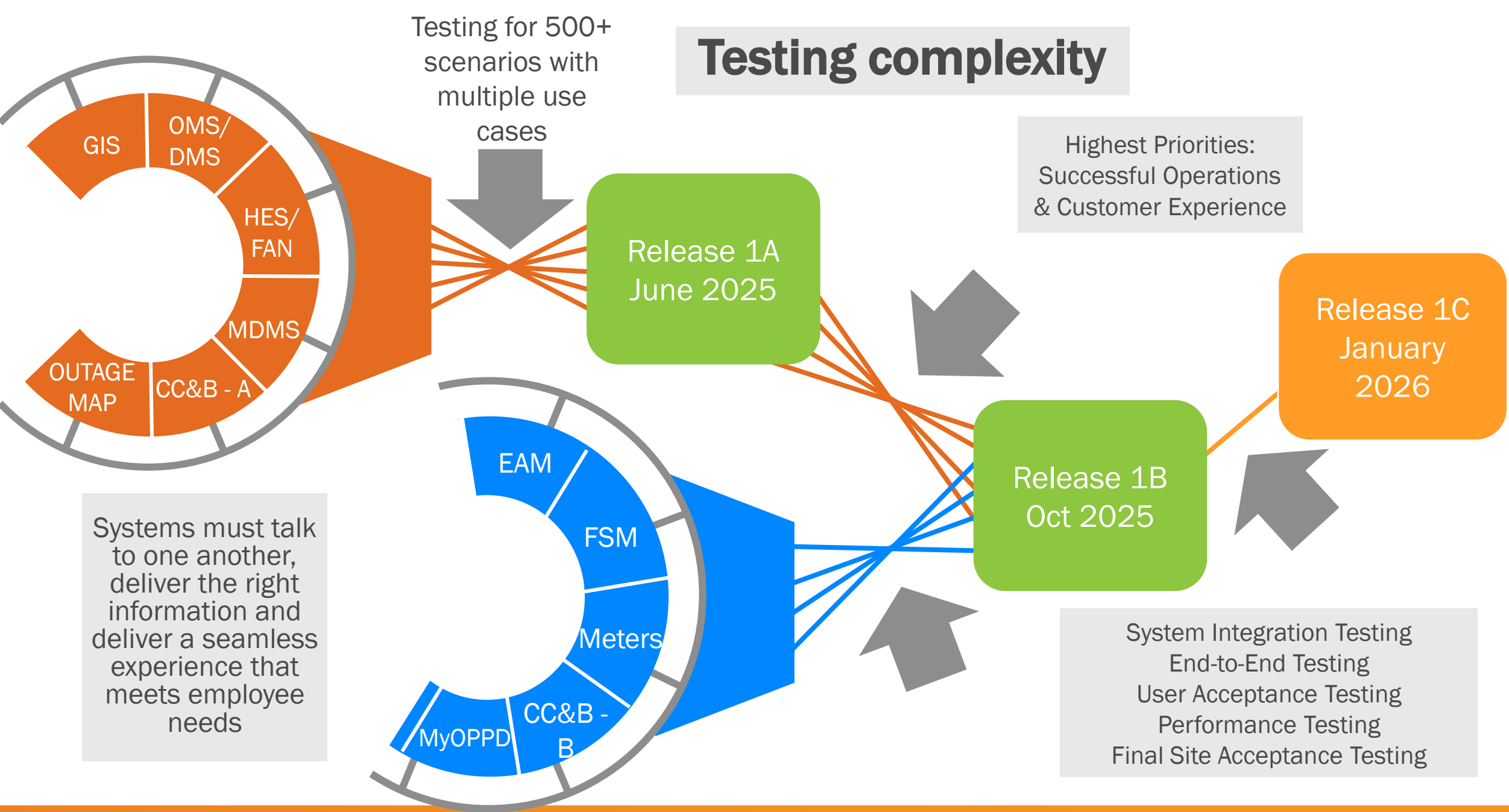


Geographic Information  
System (GIS)  
*ESRI ArcGIS*

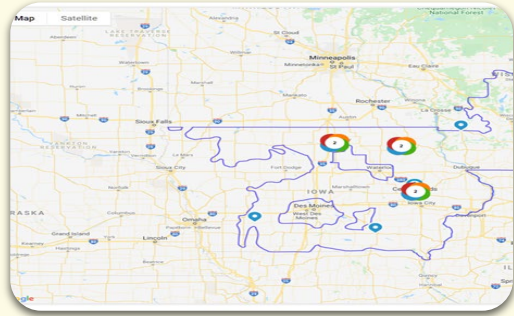


Field Service  
Management (FSM)  
*SEW Smart Mobile Workforce*

# Testing complexity

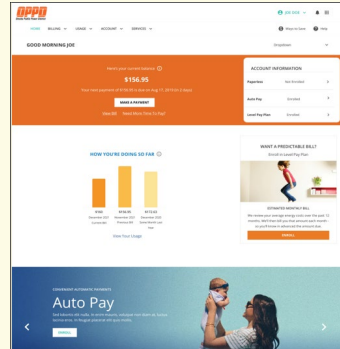


# Summary and Timing of Customer Capabilities



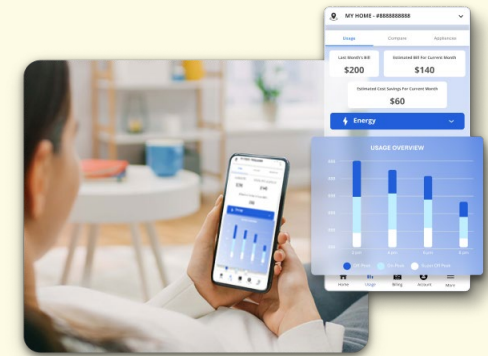
Release 1A June  
2025  
NEW Outage Map

- *Grouped by Outage Event*
- *Outage Status*
- *Estimated Time of Restoration (ETR) published to the map once determined*
- *Outage cause (if known)*



Release 1B Oct 2025  
Customer Platform  
Web Portal – “MyOPPD”

- *Customer Messaging*
- *Self Service*
- *Soft Launch meter deployment begins*
- *Detailed usage becomes available on MyOPPD for soft launch customers*



Release 1C Jan 2026  
Customer Platform  
Mobile App

- *Self Service via App*

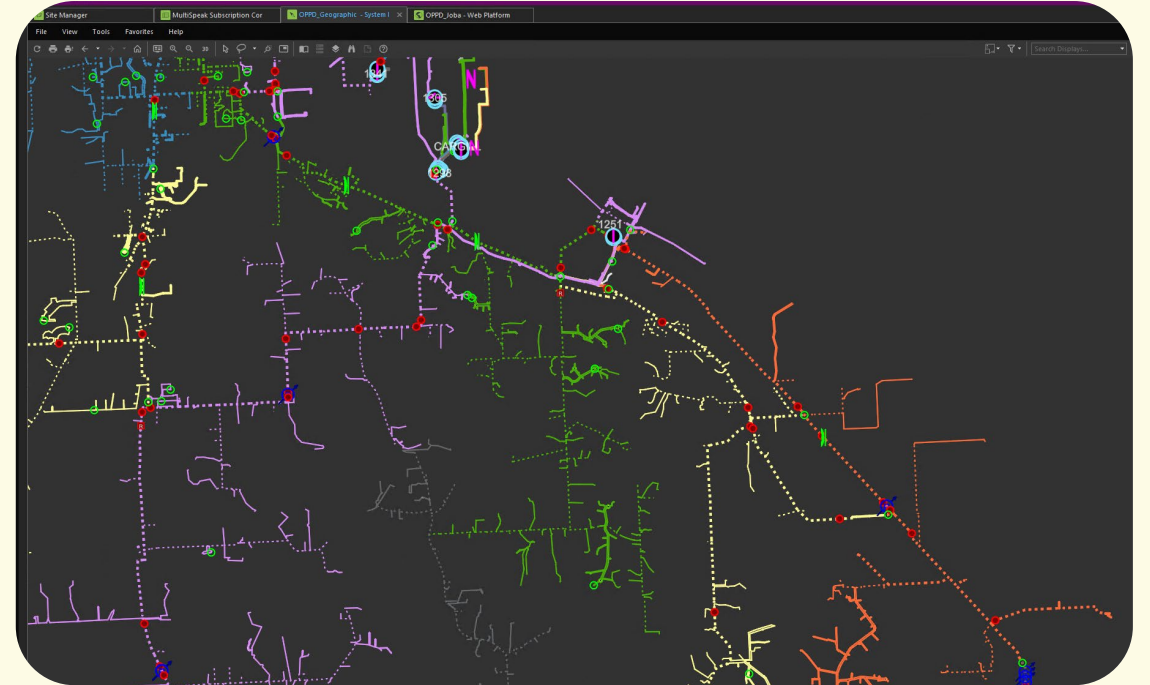


# Program Spotlight: Future Storm Response

The AMI Ecosystem will enhance OPPD's ability to respond to major events.

## WHAT CAN WE EXPECT AT THE MVP GO-LIVE IN 2025?

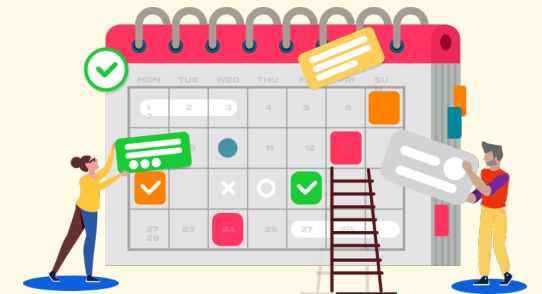
- Today
  - We rely on customers to call in or submit an outage online to let us know they're out
  - We're not able to proactively update customers with notifications and details specific to their outage
- After major releases in 2025 Customers will Experience:
  - Customers will **still need to call or submit an outage online**
  - Once OPPD is aware of the outage, customers **who have signed up for alerts in the new customer portal will receive updates via text, email, or phone**
  - **Outage status** – via the new Outage Map and/or preferred notification channel when a crew is on their way and working on the system
  - Ability to manage their outage impact through **estimated time of restoration (ETR) updates** (via map and messaging)
  - **Communication when power is restored** and the ability to verify for us that power has been restored (via messaging)
- In the Future, after Full Meter Deployment (2026-2028):
  - New AMI meters will **allow OPPD to see every home and business** that is out of power (when installed)
  - **Customers with legacy meters will still need to call in to report** until they have a new meter



# Marketing, communication & education

## Approach

- Internal Team and Strategic Partner are designing our communication and outreach plans:
  - 1) Designing customer journeys
  - 2) Highlighting the capabilities and value of AMI and the new MyOPPD customer platform
  - 3) Providing awareness to when work is happening
  - 4) Educating key stakeholders and community leaders
  - 5) Continuing communication post-install
  - 6) Build on the message that we're delivering new and better experiences for all customers in 2025
- Our team is setting up a comprehensive communication and engagement schedule
  - 1) Building tools for aligning schedules, tracking progress and measuring effectiveness
  - 2) Cadence of messaging
  - 3) An overview of the plan will be presented at the February 2025 All-Committees Meeting



# Q&A

