



# THE BENEFITS OF ADVANCED METERING

Concord Municipal Light Plant is planning to upgrade to an Advanced Metering System (AMS) as an investment in improving service reliability and operational efficiency, reducing greenhouse gas emissions, and offering customers more choice, control, and convenience.

## Enhancing Reliability and Improving Storm Response

- Reduce the frequency and duration of outages by allowing CMLP to isolate outages faster and dispatch repair crews more precisely
- Detect equipment in need of repair or replacement to prevent outages
- Enable better diagnostics to manage the health of the power grid
- Identify water loss or leaks for customers and in the system

## Improving Operational Efficiency

- Reduce meter reading costs
- Reduce trips for move-in/out and collections
- Improve detection of theft and meter tampering
- Support customer programs with a single meter
- Avoid expensive power purchases during peak hours
- Improve employee safety with fewer onsite visits
- Improve vegetation management with more targeted trimming
- Ensure accurate meter readings, especially for water meters, by replacing end-of-life meters in the field
- Reduce the need for estimated bills due to inaccessible meters

## Reducing Greenhouse Gas Emissions

- Enable fewer truck rolls
- Decrease distribution losses by right-sizing transformers
- Promote use of solar by enabling net metering
- Encourage expansion of electric vehicles with the option to charge at off-peak rates
- Enhance the value of customer-sited battery storage from time-of-use rates
- Integrate renewables into the power grid safely and efficiently

## Offering Customers More Choice, Control, and Convenience

- Provide up-to-date outage information via a web portal or mobile application
- Provide a self-service portal with detailed electric and water usage data for better insight to manage bills
- Offer alerts for customers for potential high bills, water leaks
- Enable customers to start and stop service at customer-directed dates and times
- Offer direct load control programs to lower customer bills and reduce greenhouse gas emissions
- Enable time-of-use rates to promote equity in rates, energy savings, and encourage use during off-peak periods