

# DEMEC



Delaware Municipal Electric Corporation



# DEMEC/AMP AMI Program Update

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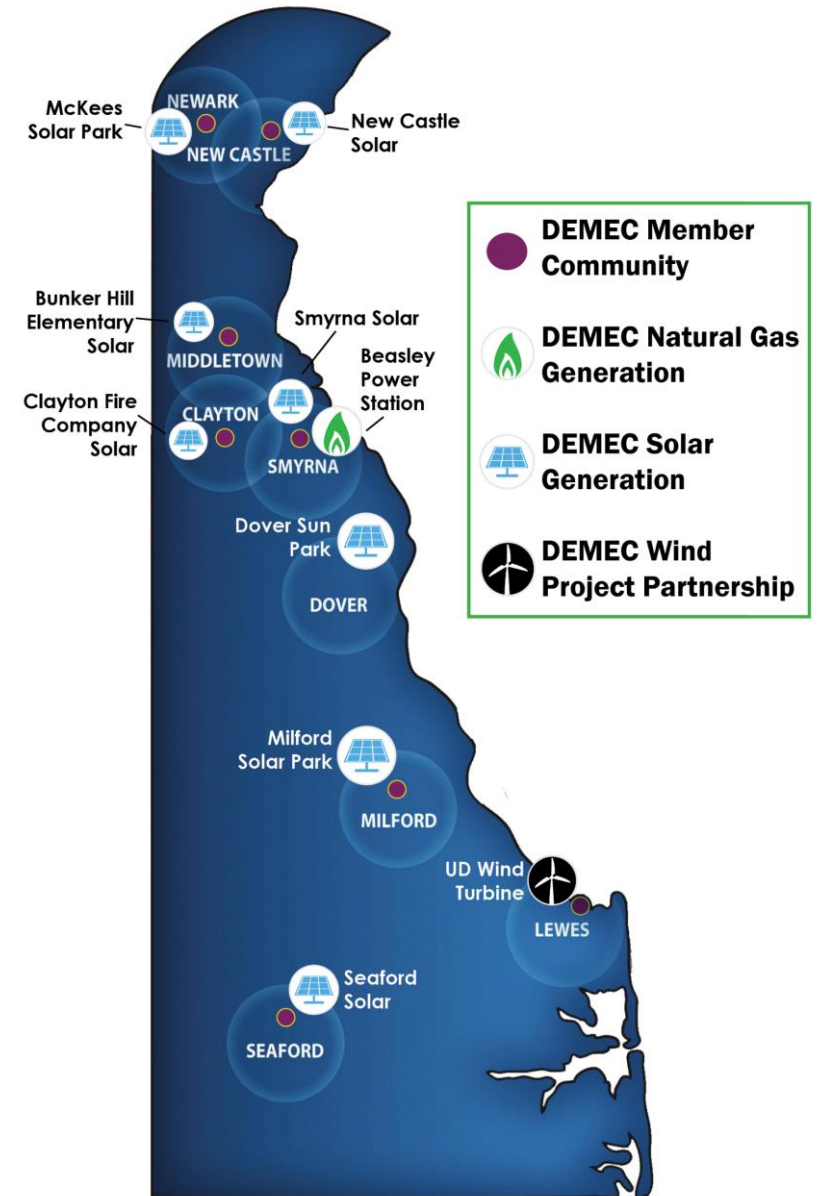
*Delaware Municipal Electric Corporation*

# DEMEC Overview

*DEMEC's Core Values: Member Focus, Culture, Operational Excellence, and Sustainability*

DEMEC's members/owners consist of Cities & Towns throughout Delaware that own their electric utilities.

- ▶ Incorporated in 1979 → over 40 years of service
- ▶ DEMEC provides **reliable, environmentally responsible, low-cost wholesale power supply** and related services to its members.
- ▶ As public power communities, DEMEC members have full control over their retail electric rates and services to their communities.
- ▶ Through active legislative and regulatory representation on both the state and federal levels, DEMEC fights to **protect our members' local control and decision-making**.
- ▶ **DEMEC identifies, develops, builds & operates assets** for our Members' benefit, including the development of fossil-fuel and/or renewable generation, demand response resources, and offers **on-behalf-of financing** for our members investing in their own community infrastructure improvements.





## American Municipal Power, Inc. (AMP)

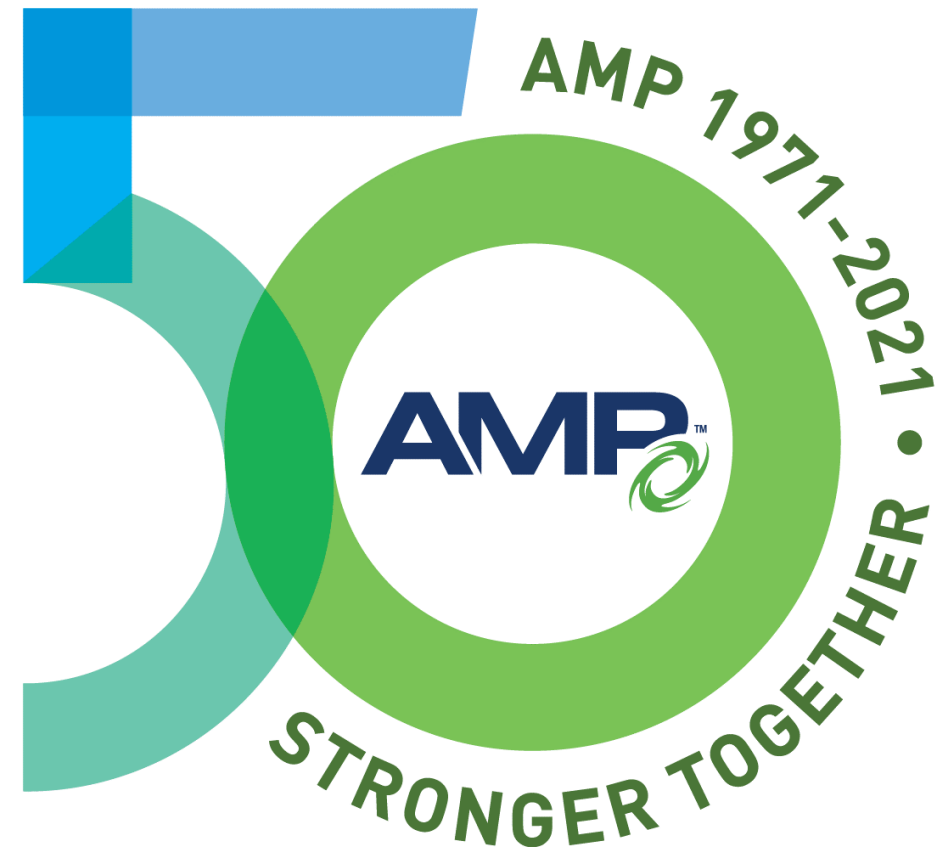
Member Owned & Governed Nonprofit Corporation

Joint Action Agency providing power supply, services, and solutions to Members

- Established 1971

AMP Serves 135 Members across nine states

- Ohio, Pennsylvania, Michigan, Kentucky, Virginia, West Virginia, Indiana, Maryland, & Delaware



# Agenda

## DEMEC/AMP AMI Program

### Enhanced Utility Operations

- Preparing for impact of new technology
- Maintaining reliability and mitigating costs
- Determining accurate rate structures
- Increasing staff efficiency
- Responding to customer demands & interests

### Return on Investment

- Organizational & Social Benefits

### Added Customer Value

# Enhanced Utility Operations – DEMEC/AMP AMI Program

## Preparing for impact of new technology

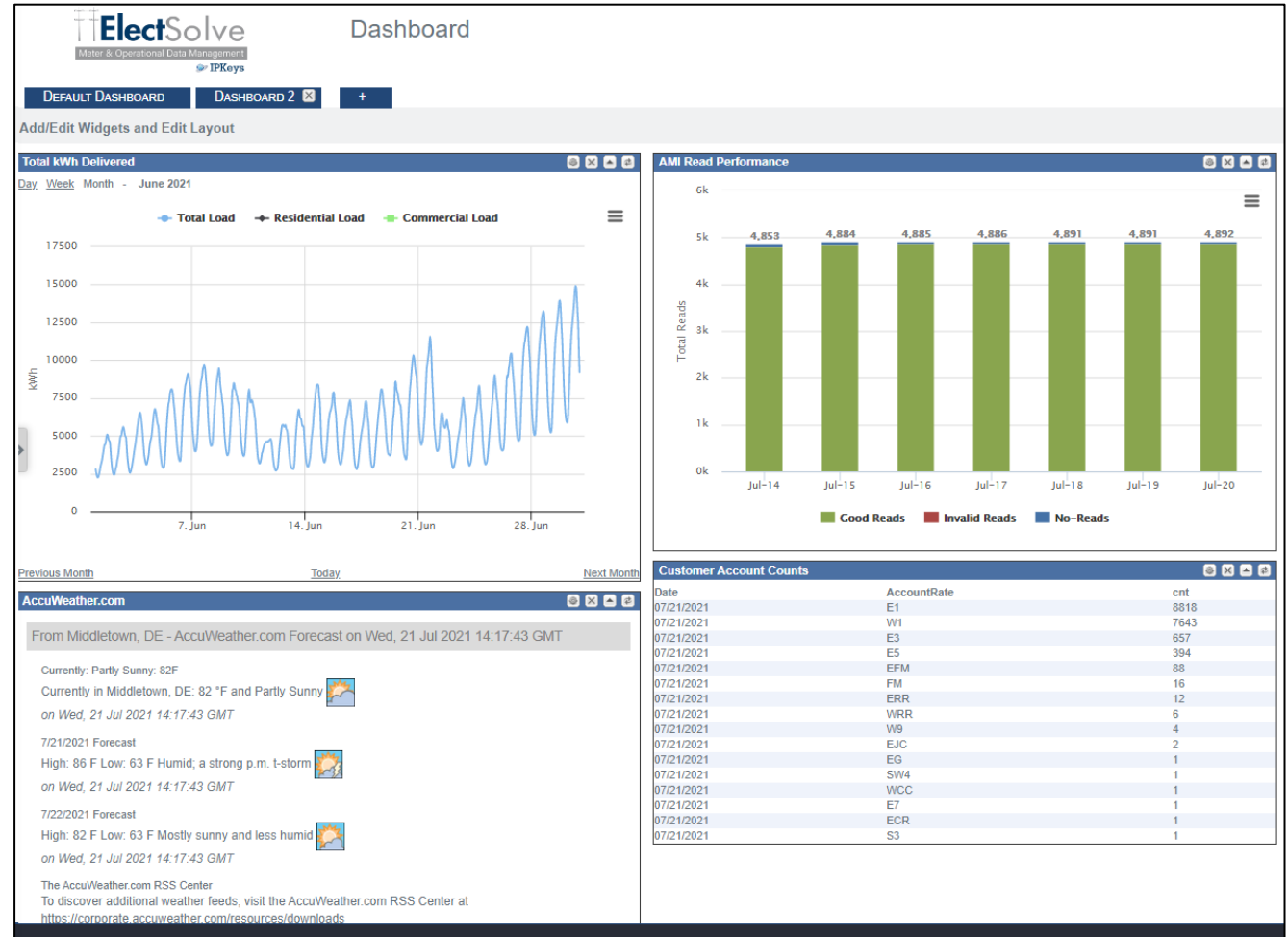
### More renewables, electric vehicles, battery storage, etc.

- ▶ AMI alerts and data gathering – *Examples:* signals reverse customer flow due to solar or signals demand impact of EV's or battery system
- ▶ Informs on the impact of new technology in near real time versus the scramble that happened in the mid 2000s when solar access expanded

## Maintaining reliability and mitigating costs

### Transformer loading, end of line voltage, outage locating, water leaks, etc.

- ▶ Graphic interface – shows under/overloading of transformers, electric or water load at specific meter or group of meters, feeder or the system as a whole
- ▶ Allows for proactive prevention system failures and power quality/loss
- ▶ Improve useful life of infrastructure and response time to issues and outages through GIS coordinate information



Example of Utility Dashboard

# Enhanced Utility Operations – DEMEC/AMP AMI Program (cont.)



## Determining accurate rate structures

Time of use rates, flat rates, demand charges, etc.

- ▶ Determine true impact of sector loads on distribution system
- ▶ Information to allow for more equitable system cost allocation
- ▶ Determine if time-of-use rates are appropriate

## Increasing staff efficiency

Meter reading, infrastructure improvements/repairs, safety, etc.

- ▶ Reduce staff time and number of trucks needed to confirm meter reading
- ▶ More time to analyze data and plan for improvements
- ▶ Reduce manual connect/disconnect exchanges – more time for staff to address other utility needs and increase staff safety by significantly reducing in-field interactions

## Responding to customer demands & interests

Faster responses, instant access, government transparency, climate change, etc.

- ▶ Customer online portal – 24/7 access to account information including usage and ability to set up alerts for better budgeting and energy use

# Return on Investment (ROI) – DEMEC/AMP AMI Program

## Organizational Benefits

### Meter Reading & Services

- ▶ Billing determinate collection, validation, and creation automated
- ▶ Remote and on-demand device reads and commands

### Field Operations

- ▶ Reduced truck rolls, issue mapping/targeted effort, preventative maintenance, safety

### System Losses

- ▶ Device accuracy, loss identification, voltage regulation

### Revenue & Finance

- ▶ Accurate billing, increased collection, fee restructuring, process improvement

## Social Benefits

### Employee Safety & Engagement

- ▶ Fewer chances of physical and vehicle accidents
- ▶ Opportunity for new staff skill development

### Customer Experience & Engagement

- ▶ Customer self-service portal, reduced customer property entry, proactive communications, improved customer service outcomes, reduced time on the phone to answer basic questions

### Culture Change

- ▶ Staff resources reallocated to higher priority tasks
- ▶ Predictive and preventative action vs. reactionary responses

### New/Improved Capabilities & Support

- ▶ Modernized infrastructure, business engagement/attraction (key accounts & economic development), distributed generation (solar), EV charging, and community engagement

# Added Customer Value – DEMEC/AMP AMI Program

Satisfies the growing “Amazon experience” expectation – instant access to account information, what is available, and get answers

## AMI Provides:

- 24/7 customer data availability
- Information online with less need to call customer service
- Transparent usage information and costs
- Billing alerts for automated bill monitoring (e.g. “Tell me when my bill reaches \$50.”)
- Customers can use data to take action (e.g. Lower monthly bill by participating in “Efficiency Smart”.)
- Customer service representatives have access to on-demand meter reads to better discuss customer usage in near real-time

## Customer Views on Government’s Role in Energy/Environmental Issues

*Source: Smart Energy Consumer Collaborative 2021 State of the Consumer Report*

- Customers are making the connection between smart energy and slowing climate change
- Customers across all segments are interested in smart energy enabled products
- Customers need more education on how to assess a program or new technology
- Customer education and engagement are essential to realizing the promise of beneficial electrification and advanced technologies, such as AMI
- 87% of the respondents felt it’s the government’s role to protect the environment

*The Cities of Milford & Seaford have not conducted official customer satisfaction surveys regarding their AMI programs and have seen little to no negative feedback. Both communities are willing to host the Lewes BPW to discuss their AMI systems.*



# DEMEC



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# Thank You!

If you have questions or need further information:

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friends!  @DEMEC