

Regional Working Group Meeting

Florida Power and Light

Central Office Broward Building, 7201 Cypress Rd., Plantation, FL 33317

Tuesday, June 5, 2018 ▪ 8:30 am – 4:00 pm

For each session, Florida Power & Light will provide presentations on the work they are doing. These presentations will set the stage for a facilitated group discussion with all participants.

- 8:30 am** **DOE Welcome and Introductions**
Eric Lightner, Office of Electricity Delivery and Energy Reliability (DOE OE)
- 8:40 am** **FPL Welcome and Keynote**
Michael Putt, Director of Smart Grid & Innovation at Florida Power & Light
- 9:00 am** **AMI Network Operations**
Alex Gutierrez, Florida Power & Light
This session will focus on AMI infrastructure, operations processes, network data analysis, device availability and situational awareness tools.
- Facilitated Discussion:** *Participants will provide a short (~3 min) overview of their AMI operations. This will be followed with an interactive discussion exploring lessons learned, what they would do differently, and advice for other utilities.*
- 10:40 am** **Lightning Round – The Value of AMI**
Participants will have only 30 seconds respond to each question regarding the benefits and value achieved or enabled by AMI. Questions: What was the most significant unexpected benefit? What has provided the most value? What is the one piece of advice you would give to other utilities about AMI, or what is the one question you have for other utilities?
- 11:00 am** **Break**
- 11:15 am** **Tour of the AMI Smart Meter Diagnostic Center**
- 12:15 pm** **Lunch – Hosted by FPL**
- 1:15 pm** **AMI: Changing the Customer Experience**
Raidel Alfonso and Juan Lopez, Florida Power & Light
FPL will provide information on customer dashboards, the app they have developed and the voice of the customer.

Facilitated Discussion Framing Questions: *What new programs, tools or services are you developing? What are customer reactions or engagement levels? What have you done that you have found customers particularly value? What was not as effective as anticipated? How does AMI/AMI data contribute to improved customer satisfaction or meet changing expectations?*



2:30 pm **Break**

2:45 pm **AMI Analytics – Changing the Operations Paradigm**

Yania Paez and Daniel Barbosa, Florida Power & Light

This session will explore how the operations paradigm is shifting as a result of AMI data and the insights it provides. FPL will discuss the analytics they are using to detect and manage failures before an outage occurs

Facilitated Discussion: *This session will explore the many new ways utilities are using and analyzing the data to help with operations. Questions to be considered: What new analytics are you using or developing? In what ways has AMI data provided new insights for operations? How does AMI data to improve operations or provide situational awareness or help with predictive maintenance?*

4:00 **Adjourn**