A New Kind of W.O.W.

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Spire

• We operate five gas companies across Alabama, Mississippi and Missouri, serving 1.7 million homes and businesses

• Largest gas company in Missouri and Alabama

• Focus on safe and reliable service, community development and growth
An integrated system of ultrasonic meters, communication networks, and data management systems that enables two-way real time usage information.
Advanced Metering Infrastructure

Vision
To have a best-in-class advanced metering infrastructure that will be leveraged in all the communities we serve, positioning us to continuously evolve to best meet our customers’ needs

Program Components
• Objectives
• Principles
• Approach
• Assumptions
• Constraints
• Risks
• Team
Program Structure

AMI Program

Meters and Devices Rollout Strategy
Network Deployment
AMI Network Management
AMI Technology
Next Generation Measurement
Meter and Devices Inventory

Change Management and Communications

Continuous Improvement (process definition and standardization)
Challenges

- Pandemic
- Staffing Shortages
- Supply Chain
- Strategy
- Regional Variances
- New Technology
- Electrification
- Regulatory Rate Case
The New W.O.W.

ITERATIVE TIMELINES

ESTABLISHING WORKSTREAMS

PIVOTING AS NEEDED

REPORTING

ORGANIZATION WIDE CHARTS

UTILIZING CHANGE AGENTS

COMMUNICATION

ONBOARDING

SHOWCASING
inspire channel

- Program Information
- Progress Charts by region
- Articles
- Educational Videos
- Testimonies
- Milestone celebrations
10 Takeaways

1. Be courageous in making changes (Just Do It!)
2. Just because it’s never been done doesn’t mean it can’t be done (Just Try It!)
3. Communicate, communicate and communicate more
4. Create advocates – Change Management 101
5. Be willing to pivot and lead the team (Flexibility)
6. Celebrate (even the small wins)
7. Use issues as opportunities
8. Show progress and results quickly
9. Ask questions, seek feedback (build safe and trusting team environment)
10. Think outside the box (use your toolbox)
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Thank You!