

# AMI Operational Risk Checklist

47

WARNING SIGNS

6

RISK DOMAINS

Even utilities with mature AMI programs run into synchronization gaps, growing exception queues, and missing reads, and the impact reaches further than billing. Forecasting, outage analytics, load analysis, and customer programs all depend on the same meter data.

Use this checklist to spot the warning signs that appear before AMI operational issues impact billing integrity, business decisions, and customer trust.

## 01 RISK DOMAIN Data Quality & Read Reliability



*Watch for signs that AMI data quality may be deteriorating.*

- ☐ Estimated bills increasing over time
- ☐ Missing or delayed reads becoming more frequent
- ☐ Validation failures trending upward
- ☐ Usage discrepancies requiring repeated manual investigation
- ☐ Interval or register inconsistencies appearing across systems
- ☐ Invalid time flags appearing in meter data without investigation or resolution
- ☐ Usage anomalies not being systematically identified or investigated
- ☐ Data issues recurring without permanent resolution
- ☐ Read issues discovered late in the billing cycle instead of early
- ☐ Incomplete or inconsistent meter data limiting confidence in reporting or analytics

## 02 RISK DOMAIN Synchronization



*Watch for growing friction between AMI, MDM, CIS, and operational systems.*

- ☐ Manual reconciliation between systems becoming more common
- ☐ Synchronization failures requiring repeated intervention
- ☐ Conflicting data appearing across platforms
- ☐ Meter or asset records becoming misaligned
- ☐ Delays between read collection and downstream availability
- ☐ Teams uncertain which system contains the authoritative data
- ☐ Operational changes creating unexpected downstream impacts
- ☐ AMI network communication failures or collection gaps not being tracked or resolved upstream
- ☐ Swapped meter records creating persistent data mismatches across systems
- ☐ Exception management focused on MDM layer only, with upstream AMI network issues going unaddressed

## 03 RISK DOMAIN Billing Integrity & Performance



*Watch for operational issues that can undermine billing confidence.*

- ☐ Read success percentages gradually declining
- ☐ Estimated reads accumulating across multiple billing cycles
- ☐ Billing exceptions increasing faster than teams can resolve them
- ☐ Underperforming meter populations persisting over time
- ☐ Read performance dips not investigated by billing cycle or meter population before accumulating into an estimation problem
- ☐ Billing quality review exceptions not being monitored as a continuous revenue protection activity
- ☐ Remote connect/disconnect or demand-reset issues requiring manual follow-up
- ☐ Increasing customer inquiries related to usage or billing accuracy
- ☐ Revenue-impacting issues remaining unresolved too long
- ☐ Operational teams questioning the reliability of AMI data for decision-making

## 04 RISK DOMAIN Capacity & Workload



*Watch for signs that operational workload is outpacing team capacity.*

- ☐ Exception backlogs growing over time
- ☐ Exception ownership unclear between teams or vendors
- ☐ Experienced staff consumed by repetitive exception management
- ☐ Teams struggling to operate proactively instead of reactively

## 05 RISK DOMAIN Operational Resilience



*Watch for signs that AMI operations may be difficult to sustain at scale.*

- ☐ Operational workload spikes difficult to absorb
- ☐ AMI issues delayed when key staff are unavailable
- ☐ Teams struggling to balance daily operations with strategic initiatives
- ☐ Increased reliance on tribal knowledge or undocumented processes
- ☐ Operational reporting becoming inconsistent or delayed
- ☐ Continuous improvement efforts stalled by operational workload
- ☐ High-value staff spending most of their time managing operational noise

## 06 RISK DOMAIN System Transition & Upgrade Strain



*Watch for signs that an AMI deployment or transition is compressing operational capacity and data quality.*

- ☐ Exception volumes increasing as new AMI infrastructure is deployed alongside legacy systems
- ☐ Internal team split between deployment activities and day-to-day exception management
- ☐ Most experienced staff occupied with transition work rather than operational quality oversight
- ☐ Headcount being added to manage a temporary volume increase rather than using flexible capacity
- ☐ Vendor engagement and system standup consuming the same staff needed for ongoing meter data oversight
- ☐ Billing integrity declining during transition period with no dedicated resource to maintain it

# How SyncAssist Can Help

SyncAssist helps utilities stabilize and sustain AMI operations when operational complexity, exception volume, and data-management demands begin to outpace internal capacity.

As an extension of your utility's smart meter operations capabilities, SyncAssist combines daily monitoring, synchronization oversight, exception management, and operational support, to help utilities:

- Reduce manual workload
- Improve read performance
- Control exception growth
- Maintain billing integrity
- Sustain confidence in AMI data quality

That confidence is critical because AMI data supports far more than billing. Accurate, complete, and synchronized meter data forms the foundation for forecasting, outage analytics, demand management, customer programs, and the broader operational intelligence utilities expect from their AMI investment.

Whether supporting day-to-day operations, staffing gaps, system upgrades, or periods of operational strain, SyncAssist scales alongside your utility's operational needs.

## Keep Your Utility in Sync

Don't let exceptions interrupt the flow of your business. Contact us for a complimentary sync health assessment.



**START THE CONVERSATION**

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