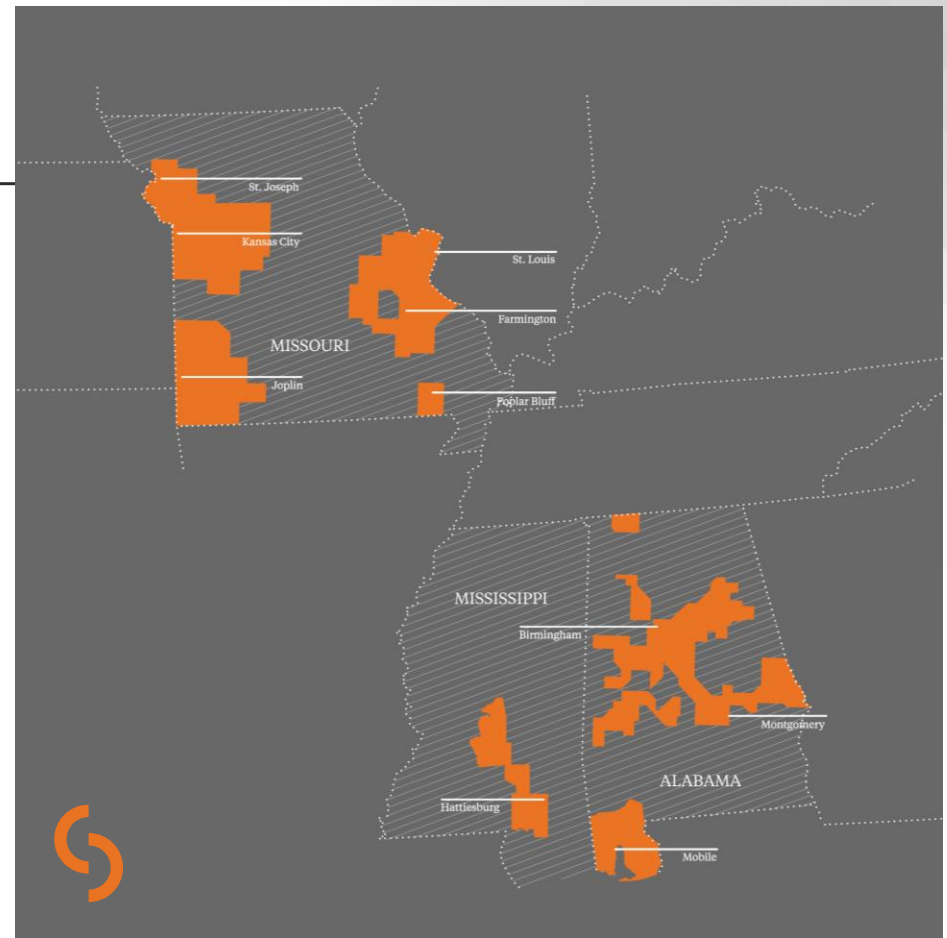


A New Kind of W.O.W.

Angela Triplett
PMO Manager, Spire

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



Advanced Metering Infrastructure

An integrated system of ultrasonic meters, communication networks, and data management systems that enables two-way real time usage information.

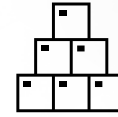


Advanced Metering Infrastructure



Vision

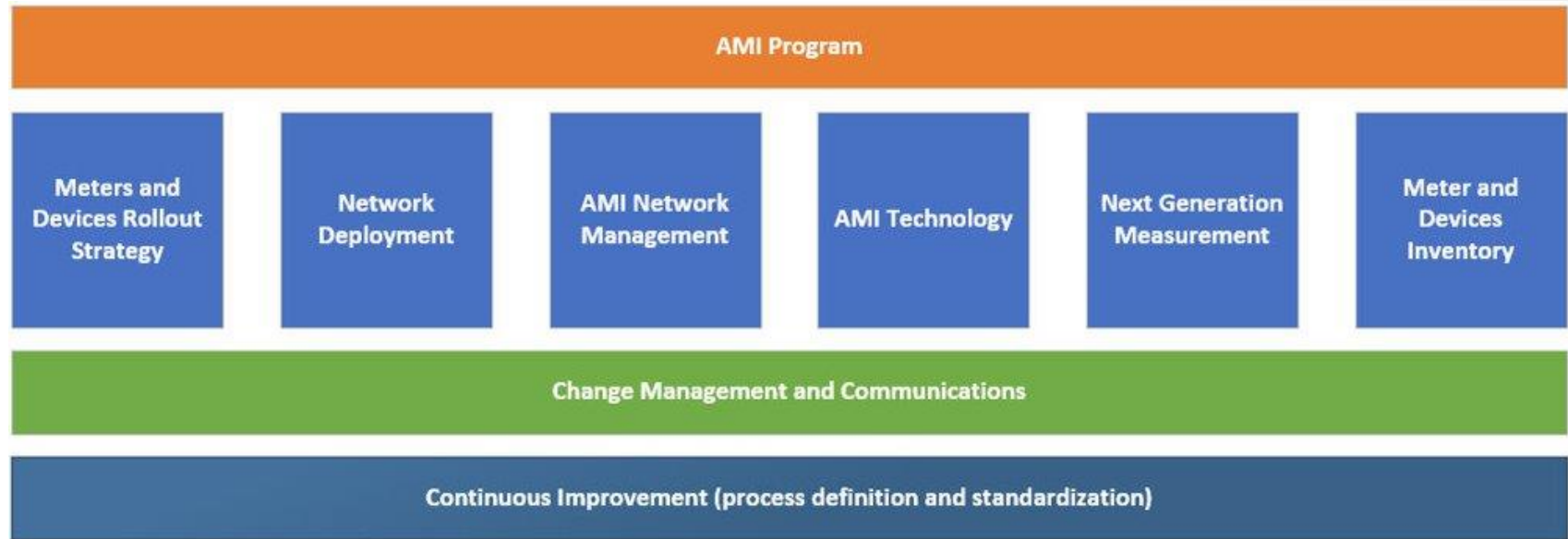
To have a best-in-class advanced metering infrastructure that will be leveraged in all the communities we serve, positioning us to continuously evolve to best meet our customers' needs



Program Components

- Objectives
- Principles
- Approach
- Assumptions
- Constraints
- Risks
- Team

Program Structure



Challenges



Pandemic



Staffing Shortages



Supply Chain



Strategy



Regional Variances



New Technology

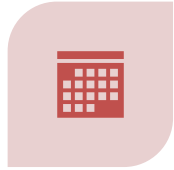


Electrification

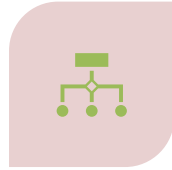


Regulatory Rate Case

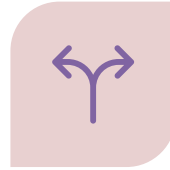
The New W.O.W.



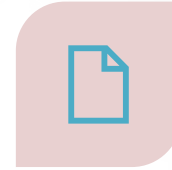
ITERATIVE
TIMELINES



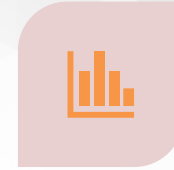
ESTABLISHING
WORKSTREAMS



PIVOTING AS
NEEDED



REPORTING



ORGANIZATION
WIDE CHARTS



UTILIZING CHANGE
AGENTS



COMMUNICATION



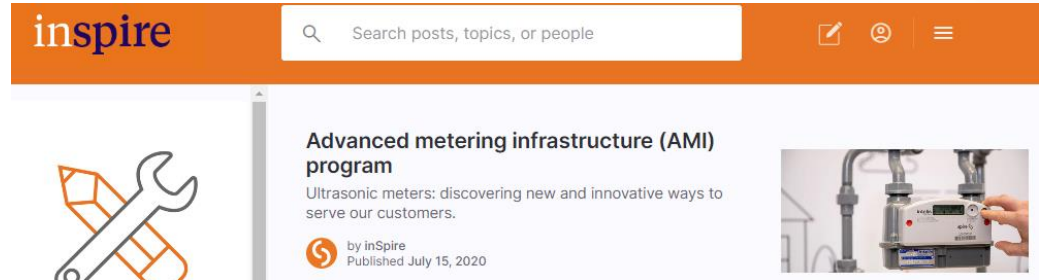
ONBOARDING



SHOWCASING

inspire channel

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



The screenshot displays the 'inspire' channel interface. At the top, there is an orange header with the 'inspire' logo on the left, a search bar with the placeholder text 'Search posts, topics, or people' in the center, and three icons (a pencil, a person, and a menu) on the right. Below the header, there is a vertical scroll bar on the left. The main content area features an article preview. On the left side of the preview is an icon of a pencil and a wrench. The article title is 'Advanced metering infrastructure (AMI) program'. Below the title is the text 'Ultrasonic meters: discovering new and innovative ways to serve our customers.' At the bottom left of the preview is a small orange circular icon with a white 'S' and the text 'by inSpire Published July 15, 2020'. On the right side of the preview is a photograph of a hand adjusting a dial on a piece of industrial equipment.

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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