



Is your organization ready for AI?

A decision flow for utility leaders

*Because AI readiness is not a technology question
– it is an organizational one.*



STEP 1

Are staff already using AI tools, in their browsers, email, or downloaded apps, across operations, customer service, or administrative functions, with or without your knowledge?

NO

START THE CONVERSATION

AI is likely already present in your utility, even if unsanctioned. Begin an open internal conversation about where your organization stands before the question becomes urgent.

THINK: Where do staff spend time on tasks, reporting, customer communications, and work order synthesis that AI could assist with?

YES

CONTINUE TO STEP 2



STEP 2

Does your utility have an AI Use Policy that defines what tools staff may use, for what purposes, and with what limits, especially around customer data, Personally Identifiable Information (PII), financial information, and regulatory matters?

NO

BUILD YOUR AI USE POLICY

The absence of policy is itself a policy. Define what tools staff may use, what customer or operational data can be shared with AI tools, and what quality standards apply to AI-generated output.

THINK: Do our existing procurement, HR, data security, and customer service policies account for AI use?

YES

CONTINUE TO STEP 3



STEP 3

Is there a named person or team in your utility responsible for how AI is used, monitored, and governed, with the authority to set guidelines and the accountability to enforce them?

NO

ASSIGN CLEAR OWNERSHIP

You do not need a Chief AI Officer. You do need a named person or team. Without ownership, AI use across operations, finance, and customer service becomes uneven at best, and a liability at worst.

THINK: If AI were a new hire on our org chart, where would it sit, and who in our utility would be accountable for its work?

YES

CONTINUE TO STEP 4



STEP 4

Have you identified 2-3 high-value, low-risk use cases where AI could support your utility, such as drafting board reports, summarizing operational reports, or synthesizing information across your CIS, GIS, and work order systems?

NO

DEFINE USE CASES FIRST

Open-ended AI access with no direction leads to poor results and eroded trust. Start narrow: identify where a capable collaborator could genuinely improve service delivery or operational efficiency, then build from there.

THINK: Which two or three workflows could benefit from a collaborator that can synthesize information across our systems?

YES

CONTINUE TO STEP 5



STEP 5

Does your utility have a shared understanding of how staff feel about AI – across operations, customer service, and administration – including their level of trust, openness to experimentation, and readiness for the change it will bring to their day-to-day work?

NO

START WITH A CULTURE ASSESSMENT

In utilities, where operational roles are deeply ingrained and staff often work across distinct divisions, AI implementation succeeds or fails on the human side of change. Before piloting, your utility needs an honest assessment of staff trust, readiness, and appetite for change across the organization.

THINK: Have we engaged both field and administrative staff in an open conversation about what AI means for their work and their roles?

YES

READY TO PILOT



READY TO PILOT

Your utility has the ownership, policy, use cases, and data foundation to move forward thoughtfully. The next step is to build governance and feedback loops for your pilot, treating AI not as a software rollout but as a workforce strategy.

AI readiness is not simply a technology question; it is an organizational one. The utilities that benefit most will be those that move thoughtfully, treating AI as an organizational opportunity to make their patchwork of systems work together in service of their customers.



READY TO TAKE THE NEXT STEP?

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Raftelis works with utilities to assess AI readiness, develop AI use and governance policies, and build practical AI roadmaps.