



Itron Global Study: 93% of Utilities Say Major Data Investments Are Delivering More Value Than They Were Built For

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Utilities are turning grid intelligence into action to address growing load, customer and infrastructure pressures

- 93% of utilities say significant data and intelligence investments have enabled at least two additional use cases beyond their original purpose, including 47% that report four or more.
- Load growth is utilities' top grid stressor at 43%, followed by rising customer expectations at 36%.
- Over the next three years, utilities are prioritizing enterprise integration (28%), executive decision support (23%) and workflow automation (20%).

LIBERTY LAKE, Wash., Oct. 19, 2026 (GLOBE NEWSWIRE) -- Itron, Inc. (NASDAQ: ITRI), the intelligent infrastructure provider for modern energy and water management, today released its *2026 Resourcefulness Report: Data Analytics and the Intelligent Grid—How Do Utilities Turn Intelligence into Action?* The findings show electric utilities have built a strong foundation of data and intelligence capabilities, with the next opportunity centered on connecting those capabilities more consistently to everyday operational decisions.

Utilities are already putting intelligence to work across core grid operations. Near real-time edge data is informing decisions across wildfire risk, outage detection and restoration, load and demand management, and fault location and isolation. Operationalized analytics are delivering the greatest value in outage management and restoration and predictive maintenance, tied at 33%, followed by workforce efficiency at 30% and peak-load management at 29%.

The study uncovered that while intelligence is broadly used, at most utilities it isn't fully embedded into everyday operations. A total of 86% of utilities use AMI data enterprise-wide or in specific workflows; however, only 41% say it is fully embedded and scalable across daily workflows. And while 93% are confident data insights are changing decisions, just 54% report strong feedback loops confirming that impact. Technical integration and lack of automation remain the leading barriers to broader operationalization.

"Utilities have made tremendous progress building the data and intelligence capabilities they need to manage an increasingly complex grid," said Marina Donovan, vice president of global marketing, ESG and public affairs at Itron. "As load growth and other pressures accelerate, the opportunity now is to connect that intelligence to the decisions utilities make every day. At Itron, we're helping utilities create virtual eyes on the grid, giving them greater visibility into changing conditions, reducing guesswork and turning intelligence into action at scale, strengthening reliability, resilience and affordability."

Key findings:

- **Existing investments are multiplying in value:** 93% of utilities say major data and intelligence investments have enabled at least two additional use cases beyond their original purpose, while 58% deliberately select data and intelligence investments for their ability to support multiple current and future use cases.
- **Grid intelligence is already supporting critical operations:** 59% say near real-time edge intelligence is fully operational, with utilities applying it to areas including wildfire and vegetation risk, outage detection and restoration, load management and fault location.
- **Analytics are delivering value where utilities need it most:** Outage management and restoration and predictive maintenance lead the areas where operationalized intelligence is delivering the greatest value, at 33% each, followed by workforce efficiency at 30% and peak-load management at 29%.
- **The next phase is connecting intelligence to action:** Technical integration is the leading obstacle to using data for decision-making at 53%, followed by lack of automation at 47% and data quality at 44%. Looking ahead, enterprise integration is utilities' leading three-year priority for operationalizing intelligence at 28%, followed by executive decision support at 23% and workflow automation at 20%.

“Utility modernization doesn’t always require starting from scratch,” added Donovan. “When infrastructure and data can support multiple use cases, utilities can build on investments already in place as their needs evolve. Connecting intelligence across the grid edge, field, control room and enterprise can help utilities respond faster to emerging pressures while creating more value from their technology investments.”

The full 2026 Itron Resourcefulness Report explores how utilities are advancing intelligence across four stages of the utility workflow: intelligent infrastructure, data to decisions, daily operations and the operationalized grid.

To download the full report and companion research, visit www.itron.com/resourcefulness-report

Research Methodology

The 2026 Resourcefulness Report research was conducted in partnership with Blackstone Group. A total of 700 online surveys were completed in June 2026 among electric utility executives in the United States, Canada, Australia, New Zealand, Sweden, Norway and Finland. Respondents were mid-level managers or higher with input on decision-making in electricity utility operations. The sample included 400 respondents in the United States, 100 in Canada, 100 in Australia and New Zealand and 100 across the Nordic countries of Sweden, Norway and Finland.

About Itron

Itron is transforming how the world manages energy, water and city services. Our trusted intelligent infrastructure solutions help utilities and cities improve efficiency, build resilience and deliver safe, reliable and affordable service. With edge intelligence, we connect people, data insights and devices so communities can better manage the essential resources they rely on to live and thrive. Join us as we create a more resourceful world: www.itron.com.

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