



## 9<sup>th</sup> Annual Kickoff Forum

# Driving a Customer-Centric Energy Future

Examining Policies for Delivering Smart Mobility and Other Customer-Driven Solutions

Saturday, November 10, 2018 @ 2:00-5:00 pm

Loews Royal Pacific Orlando ♦ Orlando, FL ♦ Pacifica Ballrooms 8-11

### Agenda

- 1:30 – 2:00 **Registration Open** (Program begins promptly at 2:00 pm.)
- 2:00 – 2:05 **Welcome & Forum Expectations**  
*Ms. Katrina McMurrin, Executive Director, Critical Consumer Issues Forum*
- 2:05 – 2:15 **Opening Remarks by NARUC Committee on Consumers & the Public Interest Chair**  
*The Honorable Maida J. Coleman, Commissioner, Missouri Public Service Commission*
- 2:15 – 2:35 **Setting the Stage: Grid Modernization Progress Report & Opportunities for Customer-Driven Solutions**  
Since CCIF's first report on the topic in 2011, grid modernization is substantially underway. The speaker will cover what has been deployed, how it's helping with customer-centricity, and how we can address the gaps in better taking advantage of the deployed technology for customer-driven solutions going forward.  
*Mr. Lon M. Huber, Director, Energy Practice, Navigant*
- 2:35 – 3:35 **Panel 1: What Does a Customer-Centric Energy Future Entail?**  
Customer representatives will be asked to share their vision for a customer-centric energy future and what they seek from energy companies, policymakers, and the regulatory arena to accomplish that vision. Recognizing that expectations vary widely across and within customer classes, customer representatives will be encouraged to identify shared objectives and focus on how we can achieve them in a creative yet balanced manner.  
Moderator: *Mr. Gregory A. Bollom, Asst. Vice Pres. & Regulatory Consultant, Madison Gas & Electric Co.*  
Panelists:
  - *The Honorable Sarah Freeman, Commissioner, Indiana Utility Regulatory Commission*
  - *Mr. Denis E. George, Senior Leader – Enterprise Sourcing, The Kroger Co.*
  - *Mr. Christopher J. Ayers, Executive Director, North Carolina Utilities Commission Public Staff*
  - *Mr. Rick Severance, President, Babcock Ranch, Florida*
- 3:35 – 3:50 **Break**
- 3:50 – 4:50 **Panel 2: Plans & Policies to Enable a Customer-Centric Energy Future**  
In response to the customer input, panelists will explore actions by regulators, policymakers, energy companies, and other stakeholders to timely and effectively enable a customer-centric energy future with innovative energy products and services. The panel will dig into electric transportation, and perhaps other customer-driven solutions, as examples to address energy customer and broader community goals such as smart mobility, sustainability, and inclusiveness.  
Moderator: *Mr. Philip J. Dion, Vice President of Technology Business Development, American Electric Power Co.*  
Panelists:
  - *The Honorable Sarah Hofmann, Commissioner, Vermont Public Utility Commission*
  - *Mr. David Kolata, Executive Director, Citizens Utility Board of Illinois*
- 4:50 – 5:00 **Closing Remarks by NASUCA President**  
*The Honorable Elin Swanson Katz, NASUCA President and Connecticut Consumer Counsel*
- 5:00 **Adjourn to CCIF Wine & Cheese Reception**