



Presents the CCIF 5th Annual Kickoff Forum:

Customer Big Data & the Evolving Distribution System: Navigating the Access & Usage Minefield

Saturday, November 15, 2014 ♦ 2:15-5:20 pm

San Francisco Marriott Marquis ♦ 780 Mission St ♦ San Francisco, CA 94103
Yerba Buena Ballroom, Salon 7

AGENDA

- 1:30 – 2:15 **Registration Open**
Program begins promptly at 2:15 pm.
- 2:15 – 2:20 **Welcome**
Ms. Katrina McMurrian, Executive Director, Critical Consumer Issues Forum
- 2:20 – 2:30 **Topic Introduction & Forum Expectations**
The Honorable David C. Boyd, Chairman, NARUC Committee on Electricity, and Commissioner, Minnesota Public Utilities Commission
- 2:30 – 2:50 **Setting the Stage: Big Data – Big Opportunities & Big Challenges**
Electric utilities, regulators, and consumer advocates all have an important role to play in positioning the power grid for the 21st century and beyond. Proper use of customer data can provide tremendous value in providing safe, reliable, affordable and increasingly clean electric power in an ever-efficient manner.
Mr. Paul De Martini, Managing Director, Newport Consulting Group, LLC
- 2:50 – 3:50 **Responsible Management of Advanced Consumer Intelligence**
Panelists will explore the usage opportunities and privacy and security challenges related to the increasing amount and variety of consumer energy data. How does this data benefit the consumer? Do existing rules and regulations adequately secure the data and protect consumer privacy? How do policies and regulations strike the right balance between making energy data available in a manner that meets consumer needs and ensuring the data is handled securely? Where should consumers go for more information or to resolve complaints?
Moderator: *Ms. Elin Swanson Katz, Consumer Counsel, Connecticut Office of Consumer Counsel*
Panelists:
1) *The Honorable Chris Nelson, Chairman, NARUC Committee on Telecommunications, and Vice Chairman, South Dakota Public Utilities Commission*
2) *Mr. John Howat, Senior Policy Analyst, National Consumer Law Center*
3) *Ms. Laurie Giammona, Senior Vice President & Chief Customer Officer, PG&E*

3:50 – 5:05

Translating Evolving Distribution System Opportunities into Capabilities

Panelists will explore the benefits and responsibilities of the various types of data that are available today. What tools are needed to empower consumers to become partners with their energy providers? What benefits can be harnessed by utilities through advanced data analytics and technology deployment while being mindful of cost impacts? How can state regulators, consumer advocates, and utilities position themselves to keep up with the increasingly rapid pace of change?

Moderator: *Mr. David K. Owens, Executive Vice President of Business Operations & Regulatory Affairs, Edison Electric Institute*

Panelists:

- 1) *The Honorable Robert S. Kenney, Chairman, NARUC Committee on Energy Resources and the Environment, and Chairman, Missouri Public Service Commission*
- 2) *Mr. Lon Huber, Special Projects Advisor, Arizona Residential Utility Consumer Office*
- 3) *Mr. Stuart M. Nachmias, Vice President of Energy Policy & Regulatory Affairs, Con Edison*
- 4) *Mr. Stephen J. Callahan, Vice President, Global Strategy & Solutions, Energy & Utilities, IBM*

5:05 – 5:15

Key Takeaways & Next Steps

Mr. Robert A. Nelson, NASUCA President and Montana Consumer Counsel

5:15 – 5:20

Special Recognition by CCIF Leadership

5:20

Adjourn to CCIF Wine & Cheese Reception