Reshaping Utility/Customer Relationships
Introductions

• Moderator: Adrian Tuck, CEO, Tendril

• Panelists:
  • Mary Healey, Consumer Counsel, State of Connecticut
  • Penni McLean-Conner, VP of Customer Care, NSTAR
  • Tom Catania, VP Government Relations, Whirlpool
  • Judith Schwartz, President, To the Point
  • Maikel van Verseveld, Senior Executive, Accenture
Scenario #1

I am a consumer on a flat rate pricing structure for electricity. Information regarding my consumption shows that I would benefit from a new Time-of-Use rate of electricity.

– Who has this information?
– How do I get this information?
– Who is going to recommend that I change my plan?
Mrs. Smith lives on a modest fixed income and is medically frail. Her utility is planning on rolling out an AMI program. What precautions should the utility take to protect her in terms of policies and operations? How can Smart technologies help keep her safe? Who should explain the impact of dynamic pricing or feedback devices to her?
An energy provider has an existing AMR system and is deploying Home Energy Management (HEM) equipment including a web portal, programmable thermostat and various other communicating load control devices for water heaters, pool pumps, etc. This energy provider has significant capacity constraints which drive the wholesale price of energy over 300X the average rate 10 times a year, leaving them faced with emergency conditions in which loads must be shed to prevent rolling brown-outs or black-outs.
Mr. Jones enters an appliance store and notices a special promotion for an Energy Star/Smart Refrigerator. His local utility is offering a $100 instant rebate, which is part of a national CEE (Consortium for Energy Efficiency) effort. The CEE is looking to steer consumers to refrigerators that automatically move their defrost and ice making functions outside of peak periods, or are able to respond to consumption requests when the utility has the maximum availability of renewable energy.