

Agenda

EPRI Power Delivery and Utilization

Program 182 Advisory Meetings – Understanding Electric Utility Customers

September 17 – 18th, 2012

Grand Hyatt Atlanta

Atlanta, GA

Room: Veranda (*unless otherwise specified*)

Dress: Business Casual

Monday, September 17, 2012

Time	Topic	Presenters, Room
7:00 a.m.	Breakfast	<i>East/West Terrace (Azalea back-up)</i>
7:00 a.m.	New Member Orientation & Breakfast <ul style="list-style-type: none"> If you are new to EPRI, come to this session to learn about our mission and approach (includes breakfast) 	Veranda
8:00 a.m.	Plenary Session (All programs): Advanced Data Analytics for Distribution Planning and Management	<i>Buckhead Ballroom</i>
10:00 a.m.	Morning Break	<i>Pre-function Area</i>
10:30 a.m.	Welcome and Advisors' Roundtable <ul style="list-style-type: none"> Check in from everyone regarding their latest customer-related research interests and activity P182 and collaboration with other research programs at EPRI 	All Bernie Neenan
12:00 p.m.	Lunch	<i>East/West Terrace (Azalea back-up)</i>
1:00 p.m.	EPRI P182 Project Updates and Member Input <ul style="list-style-type: none"> Behavioral Program Readiness Assessment (P182.002A) Behavioral Program Recruitment Evidence (P182.002B) Electric Service Plan Portfolio Management (P182.003) Information Funnel (P182.004) 	Bernie Neenan Jen Robinson
3:00 p.m.	Afternoon Break	<i>Pre-function Area</i>
3:30 p.m.	Utility Showcase <ul style="list-style-type: none"> Overview from various members on specific customer-related programs and initiatives 	Karen Zelmar, Pacific Gas & Electric Ronn Rodgers, Salt River Project Joan Toth and Stephanie Schneider, First Energy Solutions Brigitte Sage, Electricité de France
5:00 p.m.	Adjourn	
6:00 p.m.	Hosted EPRI Dinner <ul style="list-style-type: none"> Meet in lobby at 6pm for a 6:30pm reservation 	<i>Valenza</i> <i>1441 Dresden Drive, Suite 100</i> <i>Atlanta, GA 30319, (404)969-3233</i>

Program 182 Advisory Meetings Agenda, Cont'd

Tuesday, September 18, 2012

Time	Topic	Presenters, Room
7:00 a.m.	Breakfast	<i>East/West Terrace (Azalea back-up)</i>
8:00 a.m.	Measuring Customer Preferences for Electric Service Plans (P182.001) – Deep Dive <ul style="list-style-type: none"> Findings to date 	Bernie Neenan Matt Bingham, Veritas Economic Consulting
9:00 a.m.	Applications of Measuring Customer Preferences – Texas Survey on Electric Vehicle Preferences	David Owen, CenterPoint Energy
10:00 a.m.	Morning Break	<i>Pre-function Area</i>
10:30 a.m.	Using Behavioral Economics and Field Experiments as a Means to Manage Demand	Professors Michael Price and Paul Ferraro, Georgia State University
12:00 p.m.	Lunch	<i>East/West Terrace (Azalea back-up)</i>
1:00 p.m.	P182 in 2013 and Beyond <ul style="list-style-type: none"> 2013 projects including new wholesale/retail focus Supplemental projects Roadmap Discussion 	Bernie Neenan Jen Robinson
1:45 p.m.	European Perspective <ul style="list-style-type: none"> Telecommunication Companies and their Role as New Entrants in the Energy Management System Market 	Brigitte Sage, Electricité de France
2:15 p.m.	Roundtable – New Entrants in the North American Utility Context	All
2:30 p.m.	P182 Advisory Meeting Wrap-up and Evaluation Survey	Bernie Neenan Lora Coco
3:00 p.m.	Afternoon Break	<i>Pre-function Area</i>
3:30 p.m.	Joint Session with Program 170 – Reasons for, and Consequences of, Declining Electricity Sales <ul style="list-style-type: none"> What are the root causes? Just a phase, or a paradigm shift? What are the consequences? What remedies are available to utilities to protect shareholders and to fulfill their obligations? 	<i>Room: Buckhead Ballroom</i> Omar Siddiqui Bernie Neenan All
5:00 p.m.	Adjourn	
5:30 p.m.	PDU Reception	<i>East/West Terraces (Azalea back-up)</i>