



Smart Apps for Utility Operations

Policy Session

October 25, 2018

Main Hearing Room—8th Floor

160 North LaSalle Street, Chicago, IL 60601

1:00 p.m. - 1:05 p.m.

Opening Remarks

Commissioner Anastasia Palivos

1:05 p.m. - 2:10 p.m.

Panel 1: Utility Operations and Customer Engagement.

How do Smart Apps Benefit Utility Operations and Customer Engagement? How can we encourage user education, manage change, and process transformation?

Moderator: Ritta Merza, Legal & Policy Advisor, *ICC*

Deepak Swamy, CEO, *iRestore*

Michael McCallan, VP of Emergency Planning and Electric Services, *NationalGrid*

Michael Rutkowski, Managing Director, *Navigant*

Kevin Dick, Director, *Delta Institute*

Ty Benefiel, President, *MeterGenius*

2:10 p.m. - 2:20 p.m.

BREAK

2:20 p.m. - 3:15 p.m.

Panel 2: Policy Considerations for Utility Smart Apps.

How can we create the right environment for app adoption? How can adoption flourish amid cyber security constraints? How can Illinois encourage more app engagement within the state?

Moderator: Emily Brumit, Legal & Policy Advisor, *ICC*

Jennifer Mesenbrink, Manager of eChannels, *ComEd*

Dave Kolata, Executive Director, *Citizens Utility Board*

Ellen Rendos, Director, Credit, Collections, and

Remittance, *Nicor Gas*

3:15 p.m. - 3:20 pm

Closing Remarks

Commissioner Anastasia Palivos