

Thought Leaders Speak Out 2023

ENGAGING CUSTOMERS WITH TECHNOLOGY

Agenda and Speaker Bios

Fireside Chat with Avista and Bidgely

Advancing Customer Programs and Distribution System Planning

September 18, 2023 1:30 – 2:30 pm ET

Agenda

Opening Remarks	Adam Cooper, Executive Director, IEI
Moderator	Mary Kipp, President & CEO, Puget Sound Energy
Discussants	Andrew Barrington, Products and Services Manager, Avista Abhay Gupta, Co-Founder and CEO, Bidgely

This dialogue is a by-invitation event for electric company executives with customer responsibilities and features a fireside chat with Avista and Bidgely followed by discussion with all participants. The goals of these dialogues are to share approaches, lessons learned, results, and the key roles that technology and data analytics play in customer engagement.

The September 18 dialogue will focus on how Avista is leveraging data thru its work with Bidgely to:

- Enhance the customer experience and call center performance.
- Support distribution system planning in light of distributed energy resource technologies.
- Increase customer participation in energy efficiency and electric vehicle programs.



The Edison Foundation

INSTITUTE for
ELECTRIC INNOVATION

Speakers



Adam Cooper

Executive Director, Institute for Electric Innovation

Adam Cooper is Executive Director of the Institute for Electric Innovation (IEI). In this capacity he collaborates with a Management Committee of more than 25 electric company CEOs and a select group of technology companies to provide thought leadership on current issues, trends, and innovation in the electric power sector. He establishes and oversees IEI's key initiatives, its annual research agenda, and day-to-day activities. Prior to joining IEI, Adam worked at the Center for Automotive Research, the White House Office of Management and Budget, and Regional Economic Models, Inc. Adam received a Master's in Public Policy from the University of Michigan and a B.A. in Economics and History from Brandeis University.



Mary Kipp

President & CEO, Puget Sound Energy, and Co-Chair, Institute for Electric Innovation

Mary E. Kipp was named president of PSE in August 2019 and CEO in January 2020. Under her direction, PSE is leading the way to a clean energy future in partnership with its customers and the communities it serves. Prior to PSE, Mary was El Paso Electric's CEO since 2015 and president since 2014. Mary is Co-Chair of the Institute for Electric Innovation, a member of the Board of Directors of ASE (Alliance to Save Energy), and an immediate past chair of SEPA (Smart Electric Power Alliance). Mary received a Bachelor of Arts degree from Williams College, a Juris Doctor degree from The University of Texas School of Law, and is an alumnus of Exeter College, Oxford University.



Abhay Gupta

CEO and Founder, Bidgely

Abhay Gupta founded Bidgely, with the mission of leveraging data to transform the utility industry. Today, Bidgely is the indispensable innovation partner for UtilityAI™. As CEO, Abhay has led the company from concept to market leadership. Prior to Bidgely, Abhay worked at a combination of energy and technology companies including Grid Net, Echelon and Sun Microsystems. He holds a B. Tech from the Indian Institute of Technology Delhi, M.S. from University of Southern California and M.B.A. from Santa Clara University.



Andrew Barrington

Manager, Products and Services, Avista

Andrew joined Avista Corporation in 2022 as a Products and Services Manager with direct responsibilities in Unplanned Outages, Energy Management Tools and Billing & Payments. Prior to joining Avista Corp. Andrew accumulated 12 years of experience in diverse leadership positions, focusing on enhancing services, managing operations, driving innovation, and ensuring exceptional customer service. Andrew earned a bachelor's degree in Workforce Education and Development from Southern Illinois University in 2014 and completed his Master of Business Administration (MBA) in 2017 from Whitworth University. Aside from work, Andrew has been married to his wife Stephanie for 13 years, together they have three daughters, Hadley-Lou (8), Parker (7) and Harlow (5).