

Thought Leaders Speak Out 2021

ENGAGING CUSTOMERS WITH TECHNOLOGY

Agenda and Speaker Bios

Fireside Chat with Powerley and DTE

Empowering Customers with Awareness and Control Over Their Energy and Carbon Footprints - DTE Insight App

July 13, 2021, 1:00 – 2:00 pm EDT

Agenda

Opening Remarks	Lisa Wood, Executive Director, Institute for Electric Innovation
Moderator	Mary Kipp, President and CEO, Puget Sound Energy
Discussants	Dave Meador, Vice Chairman & Chief Administrative Officer, DTE Manoj Kumar, CEO, Powerley
Closing Remarks	Phil Dion, Chief Customer Officer, AEP

This dialogue is a by-invitation event for electric company executives with customer responsibilities and features a fireside chat with DTE and Powerley followed by discussion with all participants. The goal of the dialogue series is to share approaches, lessons learned, results, and the key roles that technology and data analytics play in customer engagement. This July 13 dialogue will focus on:

- Integrating real-time energy management across the customer journey.
- Empowering customers with insights on how specific actions impact their carbon footprint.
- Providing bill management insights and coaching tools for customers on time-varying rates.
- Using DTE Insight to enroll customers in programs, such as MIGreenPower.
- What's next on the horizon?



Speakers



Lisa Wood

**Executive Director, Institute for Electric Innovation
Vice President, Customer Solutions, Edison Electric Institute**

As Executive Director of IEI, Lisa collaborates with a Management Committee of electric company CEOs and provides thought leadership on current issues, trends, and innovation in the electric power industry. As Vice President of Customer Solutions for EEI, she oversees electric transportation, corporate customer sustainability, customer service, and other customer issues. Lisa holds a Ph.D. in Public Policy and Management from the University of Pennsylvania, an M.A. from the University of Pennsylvania, and a B.A. from Rutgers College.



Mary Kipp

President and CEO, Puget Sound Energy

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.



Dave Meador

Vice Chairman and Chief Administrative Officer, DTE Energy

As CAO, Dave is responsible for technology, innovation and IT and supports DTE's efforts to achieve top NPS ratings. Additionally, he leads corporate communications, corporate services, procurement, community relations and the DTE Foundation. Prior to this role, Meador was DTE's CFO. As DTE's key community facing executive, Dave is involved in leading state and local economic and workforce development. He earned his BS in Accounting and MBA from Wayne State University.



Manoj Kumar

CEO, Powerley

As the CEO of Powerley, Manoj is delivering a vision of a clean energy future. Through his leadership, Powerley has partnered with global utilities to give households a choice and instant access to energy data and insights to make the right energy decisions to reduce their energy waste and make the world greener. Today, over 300,000 households are interacting over 100 million times a year with the Powerley home energy management platform.

Prior to Powerley, Manoj was a Partner at McKinsey & Co.'s Silicon Valley office, a Partner at PricewaterhouseCoopers (PwC) and Partner at PRTM Management Consulting (acquired by PwC) in Silicon Valley. Manoj has earned an M.B.A. from the University of Michigan, an M.S. in Semiconductor Physics/Computer Engineering from Michigan State University, and a B.E. in Electrical Engineering from Mangalore University, India.



Phil Dion

Chief Customer Officer, AEP

Philip J. Dion is Chief Customer Officer for American Electric Power Company. In this role, Mr. Dion is responsible for traditional utility customer care issues, including meter data to cash and call center operations. He also oversees the development and refinement of customer solutions and the economic and business development initiatives for AEP. Mr. Dion is co-chair of the Edison Electric Institute's Customer Solutions Executive Advisory Committee and a past recipient of the EEI's Tony Anthony award. He has a Juris Doctorate and Master of Business Administration in finance from Santa Clara University in Santa Clara, California and a bachelor's degree in finance from the University of Arizona in Tucson, Arizona.