

Thought Leaders Speak Out 2021

ENGAGING CUSTOMERS WITH TECHNOLOGY

Agenda and Speaker Bios

Fireside Chat with Google and APS

Advances in Pre-enrolled Smart Thermostat Programs - APS Cool Rewards Program

April 7, 2021, 1pm – 2pm EDT

Agenda

Opening Remarks	Bob Rowe, CEO, NorthWestern Energy
Moderator	Lisa Wood, Executive Director, Institute for Electric Innovation
Discussants	Aaron Berndt, Head of Energy Industry Partnerships, Google Jacob Tetlow, Senior Vice President, Operations, APS
Closing Remarks	Mary Kipp, President and CEO, Puget Sound Energy

This dialogue with APS and Google will focus on the APS Cool Rewards program and advances in pre-enrolled smart thermostat programs, including:

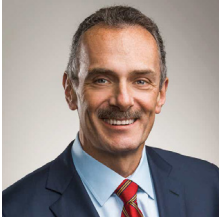
- Strategies to rapidly scale customer engagement in energy management.
- Partnerships and technologies that support a seamless customer experience.
- Results from advances in pre-enrolled smart thermostat programs.
- Identifying what “great” looks like in 2025.



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Speakers



Bob Rowe

CEO, NorthWestern Energy

Bob has been CEO of NorthWestern since August 2008. He is Co-Chair of the Institute for Electric Innovation and a member of the EEI Board of Directors Executive Committee. Bob's focus is working with other employees to build a strong company, focused on providing essential infrastructure and service that will be a long-term partner to the customers and communities they serve. He holds a BA from Lewis and Clark College in Portland, Oregon, a JD from the University of Oregon, completed the Kennedy School Senior Executives' Program, and has been active in various professional organizations.



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, she oversees electric transportation, corporate customer sustainability solutions, and other customer solutions. Lisa holds a Ph.D. in Public Policy and Management from the University of Pennsylvania, and M.A. from the University of Pennsylvania, and a B.A. from Rutgers College.



Aaron Berndt

Head of Energy Industry Partnerships, Google

Aaron Berndt is Head of Energy Industry Partnerships at Google, where he leads the team that works with utility partners to develop customer-focused energy programs that leverage Google Nest products. Prior to joining Google, Aaron was a leader in PG&E's Customer Energy Solutions team, with responsibility for the delivery of key products and programs in PG&E's portfolio. Aaron holds a Bachelor of Mechanical Engineering from the University of Minnesota and an M.B.A from U.C. Berkeley Haas School of Business.



Jacob Tetlow

Senior Vice President, Operations, Arizona Public Service Company

Jacob Tetlow is senior vice president, operations for Arizona Public Service Company (APS). Based in Phoenix, APS is Arizona's largest electric company and serves nearly 1.3 million customers across the state. Tetlow oversees safe, reliable and efficient operations of the company's non-nuclear generation fleet; environmental, facilities and transportation services; and energy delivery function, which includes system operations, maintenance, engineering and construction of the transmission and distribution system. Tetlow earned a Bachelor of Science degree in mechanical engineering from ASU.



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.