

Thought Leaders Speak Out 2024

ENGAGING CUSTOMERS WITH TECHNOLOGY

Key Takeaways: Fortifying The Digital Grid & Delivering on Customer Priorities

A Fireside Chat with Evergy and Anterix
(October 2024)

The Institute for Electric Innovation's *Thought Leaders Speak Out 2024: Engaging Customers with Technology* series brings together electric company executives with customer responsibilities to share lessons learned and the results of successful customer engagement strategies.

This dialogue focused on how Evergy is leveraging private LTE broadband spectrum from Anterix to enhance grid reliability and resiliency and building a foundational platform to support evolving grid and customer needs. Adam Cooper of IEI provided welcome remarks, and Dave Hutchens, CEO of Fortis, Inc., moderated this discussion between Evergy Senior Vice President and Chief Technology Officer Charles King and Anterix Chief Technology and Engineering Officer Carlos L'Abbate. Key takeaways are summarized and highlighted below.

[Click Here for the Agenda and Speaker Bios](#)

Watch Fortis' Opening Remarks [Here](#)

Leveraging private LTE networks to address opportunities and challenges in the connected grid.

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Evergy explains how the electric power industry is undergoing a significant transformation, driven by technology advancements, with connectivity being a crucial enabler.

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Anterix details how its 900MHz private LTE broadband provides a foundation for grid modernization by offering electric companies the flexibility to build their own networks tailored to their unique goals, equipment, and infrastructure needs. Anterix facilitates industry collaboration through its utility executive-led working group, the Utility Strategic Advisory Board (USAB), explores, benchmarks, and shares use cases of private wireless networks among electric companies across the country.

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Evergy's initial use case for its private LTE network is focused on supporting distribution network operations automation to enhance grid reliability and resilience. Evergy is deploying thousands of connected field devices to quickly identify power interruptions, isolate them, and reroute power, minimizing customer outages or significantly reducing their duration.

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Evergy describes how it is working on pilot projects in Missouri and Kansas that utilizes 14.4-kWh batteries in homes for demand response and improved resiliency. Additionally, Evergy is exploring expanding these use cases to include broader capabilities for managing distributed energy resources.

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Evergy and Anterix share their perspectives on the evolving threat landscape, highlighting the critical importance of foundational investments to future-proof grid infrastructure against cyber-attacks.

Building scalable and secure connectivity to meet customer and electric company needs.

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Anterix highlights three key benefits of private LTE broadband networks over traditional networks: robust authentication, encryption, and data integrity protection. LTE broadband networks offer a standardized and unified solution that connects a diverse array of devices and infrastructure, while maintaining a high level of security throughout the entire network.

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Evergy describes how their work with Anterix positions them to meet increasing customer expectations to achieve the highest levels of system reliability, resiliency, and security. Additionally, private LTE networks help electric companies avoid the ongoing costs associated with third-party carriers and “control their own destiny from a network reliability perspective.”

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Anterix explains that the benefits of private LTE broadband networks extend beyond utility operations, including other critical service sectors, such as mutual aid, workforce management, and public safety.