

Thought Leaders Speak Out 2023

ENGAGING CUSTOMERS WITH TECHNOLOGY

Agenda and Speaker Bios

Fireside Chat with National Grid and Oracle Energy and Water

Using Technology to Accelerate LMI Customer Participation in Energy Assistance and Support Programs

February 16, 2023, 1:00 – 2:00 pm ET

Agenda

Opening Remarks	Adam Cooper, Executive Director, IEI
Moderator	Mary Kipp, President & CEO, Puget Sound Energy
Discussants	Paul McDonald, Sr Director, Opower Product Strategy & Marketing, Oracle Energy and Water Chris Porter, Director, Customer Energy Management - New England, National Grid

This dialogue is a by-invitation event for electric company executives with customer responsibilities and features a fireside chat with National Grid and Oracle Energy and Water 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 February 16 dialogue will focus on how National Grid is working with Oracle Energy and Water to:

- Predict customer need for energy assistance programs.
- Offer a one-stop shop Affordability Savings Hub to make it easier for customers to enroll in beneficial programs.
- Leverage behavioral programs to drive participation in energy efficiency and weatherization.

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**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 Masters 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.



Paul McDonald

Sr Director, Opower Product Strategy & Marketing, Oracle Energy and Water

Paul is a Senior Director of Product Strategy at Oracle Energy and Water. He helps energy providers decarbonize and grow their businesses by influencing consumer behavior. He's responsible for developing a high-performing Opower organization and working with our clients, industry colleagues, and R&D team to define what comes next. Paul joined Oracle along with Opower, where he previously served in leadership roles in client success, operations, product management and solution architecture.

Before joining Opower, Paul consulted cabinet-level federal agencies on their international financial operations. Paul is a graduate of the University of Notre Dame, where he received a B.S. in computer engineering.



Chris Porter

Director of Customer Energy Management - New England, National Grid

Chris Porter is the Director of Customer Energy Management, New England at National Grid. In this role, he oversees the teams responsible for energy efficiency, demand response and building electrification strategy, policy and planning in Massachusetts. Collectively, these programs deploy roughly \$600 million per year in supporting National Grid's nearly 2 million Massachusetts customers reduce their energy bills while supporting company and policy maker objectives around achieving greenhouse gas emission reductions and increasing grid resiliency. Previously, Chris was the Director of Utility Services at EnerNOC, where he led teams responsible for the delivery of commercial and industrial demand response, customer engagement and strategic energy management programs to utility customers. Chris has also held various energy consulting, advisory services and market research roles at Cambridge Energy Research Associates, Charles River Associates, and with PHOTON Consulting. Chris received a BA with Honors in Political Science from Brown University and holds an MBA from the Sloan School of Management at MIT.