

STATE OF ILLINOIS



ILLINOIS COMMERCE COMMISSION

**Customer Service & New Technology  
Policy Session Agenda**  
Main Hearing Room, 8<sup>th</sup> Floor  
160 North LaSalle Street, Chicago, IL 60601  
July 19, 2016

**1:00 – 1:05 PM** Chairman Sheahan’s Opening Remarks  
**1:05 – 2:05 PM** Panel 1

<b>Format:</b> Presentation	<b>Introduction: J.D. Power’s Analysis of Utility Customer Satisfaction</b>
<b>Presenter:</b>	<b>Jeff Conklin</b> , Vice President, <i>J.D. Power</i>
<b>Part I:</b>	<ul style="list-style-type: none"> <li>• How have utility customer expectations evolved over time?</li> <li>• What are today’s customers saying, and can we predict anything about the future?</li> <li>• What can we learn from similar industries?</li> </ul>
<b>Part II:</b>	<ul style="list-style-type: none"> <li>• What role can smart meters can play in improving customer service?</li> <li>• What has been accomplished in Illinois, and what is yet to do?</li> <li>• What can customers expect in terms of technologies to build upon the smart grid rollout?</li> </ul>

**2:05 – 2:15 PM** Break  
**2:20 – 3:20 PM** Panel 2

<b>Format:</b> Q&A Discussion	<b>New Technologies that Can Improve Customer Service and the Customer Experience</b>
<b>Moderator:</b>	<b>Anastasia Palivos</b> , Legal & Policy Advisor to Chairman Sheahan, <i>ICC</i>
<b>Panelists:</b>	<b>Mathias Bell</b> , Manager, Regulatory Affairs and Market Development, <i>OPower</i> <b>Peter Cavan</b> , Regulatory Strategy Manager, <i>EnerNOC</i> <b>Brian Hurst</b> , Director Business Data Analysis, Customer Operations, <i>ComEd</i> <b>Rob Raffaele</b> , Manager, IT Architecture, <i>American Water</i> <b>Lewis Binswanger</b> , Vice President Regulatory Affairs, <i>AGL Resources</i>

**3:20 – 3:30 PM** Break  
**3:35 – 4:35 PM** Panel 3

<b>Format:</b> Roundtable Discussion	<b>The Current State of Residential, Commercial, Municipal, and Industrial Customer Service</b>
<b>Moderator:</b>	<b>Elizabeth McErlean</b> , Legal & Policy Advisor to Chairman Sheahan, <i>ICC</i>
<b>Panelists:</b>	<b>Kevin Brookins</b> , SVP Strategy & Administration, <i>ComEd</i> <b>Brian Bowen</b> , Regulatory Affairs Manager, Midwest, <i>FirstFuel</i> <b>Dave Kolata</b> , Executive Director, <i>Citizens Utility Board</i> <b>Joseph Olikier</b> , Sr. Regulatory Counsel, <i>IGS Energy</i> <b>Sameer Doshi</b> , Asst. Attorney General, Public Utilities, <i>Attorney General’s Office</i>