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INTRODUCTION

CCIF Formation & Focus

The Critical Consumer Issues Forum (CCIF) was formed in 2010 to provide an opportunity for state commissioners, consumer advocates, and electric industry representatives to collectively tackle tough consumer issues through unique, highly interactive discourse and debate, to find consensus when possible, and at a minimum, to achieve a clearer understanding of – and appreciation for – each group's specific concerns and positions. To guide the initiative and assist with program development, CCIF established an Executive Committee and an Advisory Committee, each with balanced representation from the state commissioner, consumer advocate, and investor-owned electric utility communities. The CCIF is meant to be a continuing, long-term effort to provide these groups the opportunity to identify and address a variety of important consumer issues in a collaborative, proactive manner.

It is important to note that any and all outcomes (e.g., principles) that come from CCIF discussions, either now or in the future, are not intended to override any individual or collective policies or positions developed by a participant's organization or by the National Association of Regulatory Utility Commissioners (NARUC), the National Association of State Utility Consumer Advocates (NASUCA), or Edison Electric Institute (EEI). Instead, CCIF work products are meant only to complement any such policies or positions.

Importance of CCIF

Consumer issues are at the forefront of the energy policy debate. State commissioners, consumer advocates, and investor-owned electric utilities are uniquely positioned to understand those issues and how to best mitigate any potential negative impacts on consumers. These three groups play an important role in influencing the policies and decisions with respect to energy at the state level, and these state policies and decisions are often drivers of broader energy policy. Therefore, it stands to reason that state commissioners, consumer advocates, and electric utilities take the lead on addressing consumer issues so that our energy policies benefit from their experience, expertise, and insights on consumer preferences and concerns.

Importance of CCIF Work on Grid Modernization

With an understanding that CCIF will address other important consumer issues in the future, the CCIF committee members selected those residential consumer-centric issues associated with grid modernization as the first area for CCIF concentration. Given the number of current public and private sector initiatives aimed at addressing grid modernization issues, CCIF committee members felt this topic was both extremely ripe and important for debate among the groups. Without question, state commissioners, consumer advocates, and investor-owned electric utilities have both individual and collective perspectives that should be considered as policies are formed regarding grid modernization development, deployment, and consumer protection. This report shares a slice of their collective perspective on some of these critical consumer issues. In addition, it demonstrates that these groups are clearly able and ready to lead the state and national debates on tough consumer issues – those pertaining to grid modernization and countless others.

Grid Modernization Topic Areas

The principles that follow memorialize the hard work of a significant number of state commissioners, consumer advocates, and investor-owned electric utility representatives who participated in the CCIF process to collectively address a number of grid modernization issues, with a focus on those of particular importance to residential consumers.

While recognizing broad acceptance and use of the term “smart grid,” CCIF participants ultimately decided that the term “grid modernization” better captured the scope of their dialogue and the principles that flowed from it. The term “smart grid” is often used interchangeably with the term “smart meters,” and participants hoped to avoid perpetuating the confusion resulting from that and other misuse of terminology.

Grid Modernization Issues with a Focus on Consumers



INTRODUCTION (CONT.)

Resulting in consensus on 30 principles, discussions focused on the following five grid modernization topics:

Consideration of Grid Modernization Investments (Benefits, Costs & Risks)

This section focuses on the benefits, costs, and risks to be considered with respect to grid modernization investments and includes extensive examples that may or may not materialize depending on a number of factors. Particularly with respect to the benefits, examples include both direct and indirect potential benefits to consumers and to society as a whole. Participants repeatedly recognized that there are likely to be a number of consumer-facing applications developed in the future that we simply cannot contemplate today. Therefore, the benefits, costs, and risks listed are not intended to be exhaustive.

Consumer Protections

A number of issues in the consumer protection area are addressed in this section. Specific principles address a need for timely delivery to consumers of energy usage and price data; for appropriate safeguards to address issues that low-income or at-risk consumers who participate in new variable rate and service programs confront; and for continued consumer protections, especially in the areas of remote disconnection and pre-paid services.

Privacy & Security

Principles in this section stress the importance of consumer privacy and data security. Many principles address the access to consumer energy usage data that should be afforded consumers, utilities, utility contractors, and third parties. Others address the requirements (e.g., affirmative consumer consent) that should be met prior to any disclosure of that information. With respect to both utilities and third parties, protection of the information and the privacy of the consumer are paramount. Principles also call for clear and conspicuous disclosure to the consumer. Finally, a review of best practices in other data-intensive industries is sought, along with a re-examination of certification standards and other requirements and protections.

Consumer Education & Communication

In this section, the importance of consumer education and bi-directional communication is emphasized. Participants stressed the need for accurate and complete communications to consumers so that they are aware of the benefits of grid modernization as well as the costs and risks involved. The principles state that more information and research are needed in certain areas and that consumer education and communication should be a long-term endeavor that includes evolving communication channels. Finally, the principles call for informing consumers about the nature, process, costs, and timing of grid modernization deployment, specifically highlighting the changes in their energy management experience due to grid modernization and its components.

Federal/State Relations

This section addresses core competencies of state and federal government as they pertain to grid modernization issues. While recognizing the benefit of collaboration, the principles stress that states must retain their full regulatory authority over retail utility pricing and customer service matters and that federal initiatives should be informed by and not preempt state regulatory processes. With respect to privacy, data security, and interoperability standards, more specific suggestions are included.

PRINCIPLES ON GRID MODERNIZATION

CONSIDERATION OF GRID MODERNIZATION INVESTMENTS (BENEFITS, COSTS & RISKS)

- (1) The goals of grid modernization investments and technologies include:
 - Greater system reliability;
 - Better outage management;
 - The opportunity for consumers to monitor and use energy more efficiently; and
 - Maintained and enhanced access to affordable utility service.
- (2) Grid modernization investments must be cost-effective, and costs and benefits must be evaluated over the same time frame.
- (3) When considering significant grid modernization projects, utilities should include a thorough analysis that identifies and articulates the broadest range of costs and benefits to the utilities and consumers in a consistent, transparent manner and that quantifies and verifies such costs and benefits, to the extent reasonably practicable (acknowledging various market structures).
- (4) Significant grid modernization projects must be thoroughly analyzed through a process that affords due process (such as an evidentiary proceeding or other similar process) to all stakeholders.
- (5) Grid modernization has the potential to provide new opportunities for innovative technologies and other direct and indirect benefits to consumers. The following list is indicative of the types of benefits that may accrue, some of which depend on customer participation. Such benefits may include, but are not limited to:
 - Predictive maintenance;
 - Distribution system management;
 - Increased operational efficiencies such as better asset utilization;
 - Reduced line losses;
 - Reduced transmission congestion;
 - Facilitation of the delivery and measurement and verification of demand response and energy efficiency;
 - Deferral of capital investments;
 - Increased productivity;
 - Improved level of service with fewer inconveniences (fewer outage calls) and reduced economic losses caused by outages and poor power quality;
 - Improved environmental conditions and economic growth;
 - Increased capability, opportunity, and motivation to better manage energy budgets and consumption, in part through consumer-facing applications (e.g., home energy management devices, smart appliances);
 - Distributed technology integration, including renewable energy;
 - Improved outage prevention, detection and restoration; and
 - Facilitation of electric vehicles into the electric grid.

Likewise, the costs and risks associated with grid modernization should be considered. Depending on the particular grid modernization project and its underlying circumstances, such costs and risks may include, but are not limited to:

- Cyber attacks and vulnerability of the grid;
- Obsolescence and stranded costs;
- Privacy breaches;
- Customer costs of participation and acceptance;
- Negative bill impacts;

Grid Modernization Issues with a Focus on Consumers



PRINCIPLES ON GRID MODERNIZATION (CONT.)

- Regulatory consumer protection policies (e.g., disconnection rules for non-payment, including late and partial payments) not keeping up with new technology capabilities and new service offerings;
- Unforeseen future costs;
- Unpredictable and unstable prices resulting from variable pricing programs; and
- Customers making inadequately informed decisions regarding rate plans.

CONSUMER PROTECTIONS

- (6) Systems should be developed to provide timely delivery of energy usage and price data, in order to enable the active participation by consumers in better managing their energy consumption and costs.
- (7) Programs should be designed so that consumers, including low-income or at-risk consumers, may respond to, and benefit from, variable pricing associated with smart meters.
- (8) If low-income or at-risk consumers participate in new variable rate and service programs, appropriate safeguards should be considered to address the specific issues they confront.
- (9) Grid modernization investments must not diminish consumer protections, especially related to the implementation of remote disconnection. Billing, dispute resolution policies and pre-paid services should be reviewed to ensure that consumer protections are retained or enhanced as technology evolves.

PRIVACY & SECURITY

- (10) Protecting individual consumer information (e.g., customer name, address, account number, energy usage, etc.) from unauthorized disclosure is essential to successful grid modernization.
- (11) Consumers must have timely access to their own energy usage data.
- (12) Utilities and utility contractors must continue to protect consumer electricity usage data from unauthorized access. Utilities and utility contractors must have affirmative consent of consumers prior to disclosure of a consumer's personally identifiable energy usage data to any third party.
- (13) Electric utilities must continue to have access to and the ability to use customer-specific energy usage data (CEUD), including operational data, to effectively render regulated services (e.g., to maintain safety and reliability, to properly and timely bill customers). Utilities must handle CEUD in a manner that protects the information and the privacy of the consumer. Unless other uses are affirmatively authorized by a state or federal regulatory authority or affirmatively authorized by the consumer, utilities must limit their use of CEUD to that necessary for the provision of regulated services.
- (14) A consumer must affirmatively authorize disclosure by the utility of his or her energy usage data to a third party. Such third party must handle this data in a manner that protects the information and the privacy of the consumer, as well as limits the use of such data to the specific purpose for which it was authorized. Such third party must also provide a clear and conspicuous disclosure as part of the authorization process.

PRINCIPLES ON GRID MODERNIZATION (CONT.)

- (15) Any authorized third party utilizing consumer energy usage data must fully disclose to the authorizing consumer how that information will be used.
- (16) Utilities and commissions and other government agencies should review best practices in other data-intensive industries (e.g., telecommunication, financial and healthcare organizations), and re-examine, in the context of grid modernization, government certification standards, codes of conduct, and consumer safeguards.
- (17) States should consider whether requirements are necessary to protect consumer energy usage data transferred to a third party directly by the consumer.
- (18) Cyber security is a key component of digital communications. Utilities and commissions should continue to address cyber security prior to implementation of grid modernization and on an ongoing basis.

CONSUMER EDUCATION & COMMUNICATION

- (19) All communications to consumers should be accurate and complete with respect to the benefits, costs and risks of grid modernization, with representative examples encouraged where available.
- (20) All stakeholders have a continued interest in successful communication and should do the best job possible of listening to and communicating with each other and consumers about grid modernization and how it will impact consumers' lives, including consumer protection information. State commissions, consumer advocates, and utilities should initiate this dialogue.
- (21) An active and continuing effort is needed to collect more information and research, and observe and report results, regarding:
 - Evolving motivations of different consumer segments;
 - Consumer expectations of their energy providers;
 - Consumer expectations and understanding of grid modernization;
 - Consumer response to dynamic pricing and grid modernization pilots, projects and programs;
 - Consumer bill impacts; and
 - Best scientific evidence available to address consumer concerns about radio frequency emissions associated with wireless smart meter systems.
- (22) Consumer education and communication regarding grid modernization should be a long-term endeavor, beginning as soon as reasonably practicable, ideally in the design phase, and continuing through project deployment and related program implementation (e.g., smart meter installations, cost recovery, alternative rate design, program goals and results, etc.). The education and communication should include evolving communication channels.
- (23) The appropriate stakeholders must be mindful of, and make all reasonable efforts to inform consumers of, the overall nature, process, costs and timing of grid modernization deployment.
- (24) Consumer education and communication need to explain how the consumer energy management experience will change through grid modernization and its components (e.g., alternative rate design that will allow active management of energy consumption).

Grid Modernization Issues with a Focus on Consumers



PRINCIPLES ON GRID MODERNIZATION (CONT.)

FEDERAL/STATE RELATIONS

- (25) States must retain full regulatory authority over retail utility pricing and customer service matters.
- (26) In determining jurisdictional issues, each level of government should focus on its core competencies. Federal initiatives should be informed by and should not preempt state regulatory processes.
- (27) Collaboration among the states and the federal government, each operating within their respective jurisdictions, as well as consumer advocates, industry, and other stakeholders, can be beneficial in grid modernization development.
- (28) If any federal standards on privacy and data security pertaining to grid modernization are necessary, they should allow states the maximum flexibility to provide additional or alternative consumer protections and enforcement powers to ensure compliance.
- (29) Grid modernization interoperability standards should facilitate the development of new consumer-facing technologies and applications, while mitigating the risk of premature obsolescence.
- (30) Grid modernization interoperability standards should provide utilities the flexibility to implement the best available technology to provide the level of reliability and customer satisfaction expected by their customers, while maintaining reasonable rates for all customers.

CONCLUSION

Recognizing that these principles address many but not all grid modernization issues, the consensus achieved by participating state commissioners, consumer advocates, and utility representatives is significant, and it provides a solid foundation upon which to build future constructive discussion and good policy. Again, it is important to note these principles are not meant to override any individual or collective policies or positions developed by state commissioners, consumer advocates, or the electric utility industry, but are meant only to complement any such policies or positions.

CCIF participants discussed a few issues that did not manifest into stand-alone principles for various reasons. These issues included: opt-in versus opt-out of dynamic pricing programs; liability with respect to third party access to consumer energy usage data; consumer concerns about possible health effects associated with certain smart meter systems; and preservation of grid modernization project funding committed by the federal government. As appropriate, CCIF encourages the constructive debate that has begun on these and other grid modernization issues to continue.

ACKNOWLEDGMENTS

The Critical Consumer Issues Forum Executive Committee and Advisory Committee (see Appendices for members) would like to acknowledge the valuable contributions of the following individuals and organizations:

- NARUC, NASUCA, and EEI, particularly the guidance of their respective leaders and the valuable input and hard work of their respective teams.
- All state commissioners, consumer advocates, and investor-owned utility participants in the CCIF Spring Summits in Phoenix, New Orleans, and Baltimore, who worked tirelessly to draft and revise the grid modernization principles.
- AARP, the National Consumer Law Center, Public Citizen, and Consumers Union for their valuable input into our summit discussions.
- All speakers, panelists, and attendees participating in the November 13, 2010, CCIF Kickoff in Atlanta, where many of the issues addressed within this report were first introduced.

Due to the nature of the collaborative process and the extensive degree of participation, specific statements and principles within this report should not be attributed to specific individuals or to the organizations that he or she represents. With that understanding, CCIF would like to acknowledge the following individuals who participated in CCIF events focused on grid modernization issues of importance to consumers:

Commissioner Susan Ackerman
Oregon Public Utility Commission

Charlie Acquard
NASUCA

David Ashuckian
California Division of Ratepayer Advocates

Commissioner Nicholas Asselta
New Jersey Board of Public Utilities

Shannon Baker-Branstetter
Consumers Union

Commissioner David Boyd
Minnesota Public Utilities Commission

Chairman Garry A. Brown
New York State Public Service Commission

Commissioner Eric Callisto
Public Service Commission of Wisconsin

Paula M. Carmody, People's Counsel
Maryland Office of People's Counsel



Chairman Tony Clark
North Dakota Public Service Commission

Commissioner David C. Coen
Vermont Public Service Board

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AARP

Dundeana K. Doyle
Alliant Energy

Commissioner Sherman J. Elliott
Illinois Commerce Commission

Simon ffitich, Public Counsel
Washington State Office of the Attorney General

Chairman Edward S. Finley, Jr.
North Carolina Utilities Commission

Grid Modernization Issues with a Focus on Consumers



ACKNOWLEDGMENTS (CONT.)

Commissioner Elizabeth B. "Lib" Fleming
Public Service Commission of South Carolina

Melonie Hall
Entergy New Orleans

Chairman Orjiakor N. Isiogu
Michigan Public Service Commission

Bruce Folsom
Avista Corp

Wayne Harbaugh
Baltimore Gas & Electric Co.

Herb Jones
D.C. Office of the People's Counsel

Chairman Mary W. Freeman
Tennessee Regulatory Authority

Commissioner Maureen F. Harris
New York State Public Service Commission

Chairman Betty Ann Kane
D.C. Public Service Commission

Vice Chairman James W. Gardner
Kentucky Public Service Commission

Becky Harsh
Edison Electric Institute

Commissioner Robert S. Kenney
Missouri Public Service Commission

Commissioner Wayne E. Gardner
Pennsylvania Public Utility Commission

Mary J. Healey, Consumer Counsel
Connecticut Office of Consumer Counsel

Gregory E. Knight
CenterPoint Energy

Linda Gervais
Avista Corp

Chairman Colette D. Honorable
Arkansas Public Service Commission

Kyle Leach
Southern Company

Chairman Jeffrey D. Goltz
Washington Utilities & Transportation
Commission

John Howat
National Consumer Law Center

Commissioner Lori Murphy Lee
D.C. Public Service Commission

Craig F. Graziano
Iowa Office of Consumer Advocate

Cherry C. Hudgins
Southern Company Services

Karen Lefkowitz
Pepco Holdings, Inc.

William Levis, Consumer Counsel
Colorado Office of Consumer Counsel

Robin J. Lunt
NARUC

Commissioner Monica Martinez
Michigan Public Service Commission

**Sandra Mattavous Frye, Acting People's
Counsel**
D.C. Office of the People's Counsel



ACKNOWLEDGMENTS (CONT.)

Chair Arnetta McRae

Delaware Public Service Commission

Janine Migden-Ostrander, Consumers' Counsel

Office of the Ohio Consumers' Counsel

Lewis R. Mills, Jr., Public Counsel

Missouri Public Counsel

Diane Munns

MidAmerican Energy Company

Kristin Munsch

Illinois Citizens Utility Board

Cheryl Murray

Utah Office of Consumer Services

Bob Nelson, Consumer Counsel

Montana Consumer Counsel

Commissioner Erin M. O'Connell-Diaz

Illinois Commerce Commission

David K. Owens

Edison Electric Institute

Sonny Popowsky, Consumer Advocate

Pennsylvania Office of Consumer Advocate

James Bradford Ramsay

NARUC

Commissioner Paul J. Roberti

Rhode Island Public Utilities Commission



Martha Rowley

Edison Electric Institute

Mark R. Schuling, Consumer Advocate

Iowa Office of the Consumer Advocate

Karen Sistrunk

D.C. Office of the People's Counsel

Tyson Slocum

Public Citizen

Grace D. Soderberg

Pepco Holdings, Inc.

David Springe, Consumer Counsel

Kansas Citizens' Utility Ratepayer Board

Elizabeth Stipnieks

Edison Electric Institute

Rick Tempchin

Edison Electric Institute

Chris Thomas

Illinois Citizens Utility Board

Samuel G. Tornabene

Edison Electric Institute

Commissioner Betsy Wergin

Minnesota Public Utilities Commission

Commissioner Greg White

Michigan Public Service Commission

Chairman Stan Wise

Georgia Public Service Commission

Lisa Wood

Institute for Electric Efficiency

Chairman Thomas Wright

Kansas Corporation Commission

APPENDICES

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Grid Modernization Issues with a Focus on Consumers



APPENDIX A: CCIF EXECUTIVE COMMITTEE

The CCIF Executive Committee members represent leaders from the state commission, consumer advocate, and electric industry communities. They provide guidance and set the tone for all CCIF initiatives and events. Additionally, members assist in raising awareness of CCIF initiatives, and they appoint members of their respective communities to participate in the 9-member CCIF Advisory Committee.



Tony Clark

**North Dakota PSC Chairman
& NARUC President**



Mary J. Healey

**Connecticut Consumer Counsel
& NASUCA President**



David K. Owens

**EEl Executive Vice President,
Business Operations**



David C. Coen*

**Vermont PSB Commissioner
& NARUC President Emeritus**

(*Serves in an emeritus capacity.)

APPENDIX B: CCIF ADVISORY COMMITTEE

The 9-member CCIF Advisory Committee provides input to the planning for CCIF events at a much more granular level, advising on all aspects of agenda development.



Maureen F. Harris
Commissioner
New York State Public Service Commission



Monica Martinez
Commissioner
Michigan Public Service Commission



Erin M. O'Connell-Diaz
Commissioner
Illinois Commerce Commission



Paula M. Carmody
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Wayne Harbaugh
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Baltimore Gas & Electric Co.



Diane Munns
VP of Regulatory Relations &
Energy Efficiency
MidAmerican Energy Company

Grid Modernization Issues with a Focus on Consumers



APPENDIX C: CCIF EVENTS ON GRID MODERNIZATION

Kickoff: *Focusing on Grid Modernization from the Consumer Perspective*

- **Atlanta: November 13, 2010 ♦ 2:00 pm – 6:00 pm**

Omni Hotel at CNN Center ♦ Atlanta, GA

Spring Summits: *Grid Modernization from the Consumer Perspective*

- **Phoenix Summit: March 29-30, 2011**

Hyatt Regency Phoenix ♦ Phoenix, AZ

- **New Orleans Summit: April 14-15, 2011**

Westin New Orleans Canal Place ♦ New Orleans, LA

- **Baltimore Summit: May 3-4, 2011**

Baltimore Marriott Waterfront ♦ Baltimore, MD

APPENDIX D: CCIF KICKOFF AGENDA

Focusing on Grid Modernization from the Consumer Perspective

Saturday, November 13, 2010 ♦ 2:00 pm – 6:00 pm

Omni Hotel at CNN Center ♦ 100 CNN Center ♦ Atlanta, GA 30303

International Ballrooms B & C (North Tower)

Agenda

- 2:00 pm – 2:10 pm** **Welcome, Overview & Introductions**
Katrina McMurrin, Principal, K2M Strategies, LLC
- 2:10 pm – 2:15 pm** **Remarks & Keynote Introduction by CCIF Executive Committee Member Coen**
David C. Coen, Commissioner, Vermont Public Service Board, & NARUC President
- 2:15 pm – 2:35 pm** **Keynote: Our Nation's Energy Future & Implications for Consumers**
The Honorable Sam J. "Jimmy" Ervin, IV, Judge, North Carolina Court of Appeals, and Commissioner Emeritus, North Carolina
- 2:35 pm – 2:45 pm** **Remarks by CCIF Executive Committee Members Healey & Owens**
Mary J. Healey, Consumer Counsel, Connecticut OCC, & NASUCA President
David K. Owens, Executive VP of Business Operations, Edison Electric Institute
- 2:45 pm – 3:45 pm** **Facilitated Discussion 1: Mitigating Grid Modernization Costs and Rate Impacts on Consumers**
Bob Anthony, Chairman, Oklahoma Corporation Commission
David Ashuckian, Deputy Director, California Division of Ratepayer Advocates
Wayne Harbaugh, VP Pricing & Regulatory Services, Baltimore Gas & Electric Co.
- 3:45 pm – 4:00 pm** **Refreshment Break**
- 4:00 pm – 5:00 pm** **Facilitated Discussion 2: Communicating with Consumers about Grid Modernization**
Susan Ackerman, Commissioner, Oregon Public Utility Commission
Chris Thomas, Policy Director, Illinois Citizens Utility Board
Dundeana K. Doyle, Senior VP - Energy Delivery, Alliant Energy
- 5:00 pm – 6:00 pm** **Facilitated Discussion 3: Preserving Consumer Privacy in the Grid Modernization Era**
Maureen F. Harris, Commissioner, New York State Public Service Commission
Janine L. Migden-Ostrander, Consumers' Counsel, Office of the Ohio Consumers' Counsel
Diane Munns, VP – Regulatory Relations & Energy Efficiency, MidAmerican Energy Co.
- 6:00 pm – 7:00 pm** **Wine & Cheese Reception**

Grid Modernization Issues with a Focus on Consumers



APPENDIX E: CCIF SAMPLE SUMMIT AGENDA

Spring Summit: Grid Modernization from the Consumer Perspective

April 14-15, 2011

Westin New Orleans Canal Place ♦ New Orleans, LA

Terrace Room (12th Floor)

Agenda

THURSDAY, APRIL 14TH

- 11:00** **Registration Open**
- 12:00 – 1:00** **Welcome & Opening Remarks** (*Lunch will be provided*)
Katrina McMurrian
CCIF History
CCIF Mission Statement & Goals of the Meeting
Process & Ground Rules
Introduction of Participants
- 1:00 – 2:00** **ISSUE DISCUSSION 1: Examining Impacts on Consumers**
Identifying Grid Modernization Benefits
Evaluating Cost-Effectiveness (Costs vs. Benefits)
Interaction with Consumers
Stimulus Funding for Grid Modernization Projects
- 2:00 – 2:15** **Break**
- 2:15 – 3:30** **ISSUE DISCUSSION 1: Examining Impacts on Consumers** (*Continued*)
- 3:30 – 4:30** **ISSUE DISCUSSION 2: Preserving Consumer Privacy and Security**
Access to Data: Consumers, Utilities, & Third Parties
Security
- 4:30 – 4:45** **Break**
- 4:45 – 6:00** **ISSUE DISCUSSION 2: Preserving Consumer Privacy and Security** (*Continued*)
- 6:30 – 8:30** **Networking Reception & Dinner and Issue Discussion** (*Executive Room, 12th Floor*)

FRIDAY, APRIL 15TH

- 7:30 – 8:30** **Breakfast**
- 8:30 – 9:00** **Welcome & Remarks from CCIF Executive Committee**
David K. Owens
- 9:00 – 9:30** **Overview of Progress and Next Steps**
Katrina McMurrian
- 9:30 – 9:45** **Break**
- 9:45 – 11:15** **ISSUE DISCUSSION 3: Consumer Education & Communication**
Comprehensive Consumer Education & Communication
Message Development
- 11:15 – 11:30** **Break** (*Boxed Lunches Provided*)
- 11:30 – 12:30** **ISSUE DISCUSSION 4: FEDERAL / STATE COLLABORATION**
- 12:30 – 1:30** **STRATEGY FOR COMMUNICATING RESULTS**
- 1:30 – 2:00** **Review and Revise**
- 2:00** **Meeting Adjourns**

APPENDIX F: CCIF EXECUTIVE DIRECTOR BIO



MCMURRIAN

- Executive Director, CCIF
- Former Commissioner, Florida PSC (2006-2009)
- MBA, Florida State University
- B.S. in Finance, Florida State University

Katrina J. McMurrian, Executive Director Critical Consumer Issues Forum (CCIF)

A former Florida Public Service Commissioner, Katrina McMurrian has drawn on fifteen years of government service to become a recognized expert on policy issues involving the energy, water, and advanced communications sectors.

Currently, McMurrian organizes and facilitates policy forums and advises an array of entities on key regulatory and public policy matters. She manages the Critical Consumer Issues Forum (CCIF), a unique opportunity for state commissioners, consumer advocates, and electric industry representatives to collectively address issues of importance to electric consumers through a series of interactive dialogues.

As a Commissioner on the Florida PSC, McMurrian decided numerous multi-million dollar cases, appeared before Congress, worked with other state and federal agencies, and participated on a number of influential national policy boards. She served on several National Association of Regulatory Utility Commissioners (NARUC) committees, including Electricity, Nuclear Issues (Vice Chair), Consumer Affairs, and Education & Research, as well as on collaboratives with FERC, including Demand Response (Co-Chair), Smart Grid, and Competitive Procurement. She also served on the Executive Committee of the Nuclear Waste Strategy Coalition, Advisory Council to the EPRI Board, EPRI Energy Efficiency/Smart Grid Group, Keystone Energy Board, Eastern Interconnect States Planning Council, and SEARUC. Additionally, McMurrian Co-Chaired the 2009 NARUC/DOE National Electricity Delivery Forum.

Prior to her appointment, McMurrian used interdisciplinary core competencies in leadership roles on numerous matters at the Florida Commission. She received a Bachelor's degree in finance from Florida State University in 1994 and an MBA from FSU in 1998.



