

# New Customer Environments

## New Grid

## New Business Models



Smart appliances become ubiquitous



Consumers can easily sell surplus energy to the grid or contract with a third party



Regulatory environment allows new business opportunities for energy providers



Battery technology will become increasingly available



Automated Demand Response will be used to control peak demand



Electric vehicles are affordable, and utility-sponsored purchasing programs are available



Home energy management systems are inexpensive and prevalent



Consumer-owned generation is affordable for the average household



Microgrids emerge where existing infrastructure is insufficient



There is an app for that.. consumers will connect to their utility via their smart phone

- Creating smart cities and communities requires a *holistic*, end to end approach – **people, process, infrastructure**

- “Brownfield” is the harder case...

- The “smart” way is where we optimize investments and deliver measurable benefits in the near term, while evolving with the city’s growth & constraints

