



# California Public Utilities Commission

## The Business Model for the Electric Utility of the Future

En Banc - October 8, 2013  
Commission Auditorium – 505 Van Ness Ave., San Francisco

### Schedule of Speakers

**1:00 p.m. Introduction and Agenda**  
CPUC Commissioners, California Independent System Operator Chair, and California Energy Commission Chair

**1:15 p.m. Strategic Thinking for the Electric Utility Industry**  
Joseph Scalise, Partner, *Bain & Company*

The electric utility industry globally is facing a period of significant disruption that provide both challenges to and opportunities for utilities and regulators alike. Mr. Scalise will lay out the “signposts” that indicate where changes are coming, several possible future scenarios for potential business models for the California industry, and what each of those outcomes might mean for the utilities, regulators, energy markets, and customers.


**1:55 p.m. Customer Considerations for the Utility of the Future**  
Greg Guthridge, Global Managing Director, *Accenture Energy Consumer Services*

There is no such thing as an average California customer and the rapidly evolving, increasingly interactive grid will only create an even more heterogeneous customer base. Meeting the needs of all customers now and going forward remains at the core of utility operations. Mr. Guthridge will discuss what the customer engagement trends and drivers are and what the implications are for the future utility models.

**2:35 p.m. Break**

**2:50 p.m. The Utility Model and Regulatory Framework of the Future**  
Matthew Rogers, Director, *McKinsey & Co.*

Making deliberative changes to regulatory frameworks takes vision and leadership. Understanding the core competencies and value propositions of each segment of the California electricity sector and applying those



values in the best interest of states, customers, and utilities will be the biggest challenge for regulators and policy makers. Mr. Rogers will provide some insights into approaching this challenge.

**3:30 p.m. Utility CEO Panel**

Ron Litzinger, President, Southern California Edison  
Chris John, President, Pacific Gas and Electric Company  
Jessie Knight, Chairman & CEO, San Diego Gas & Electric  
Anne Smith, Chairman & CEO, Southern California Gas Company

The CEOs of California's investor-owned utilities will each discuss how they are adapting their business models to better embrace the challenges of disruptive technologies while meeting their chief objectives of safety, reliability, and affordability in an ever changing landscape.

**4:30 p.m. Wrap Up and Next Steps**

**4:45 p.m. Public Comment Period**