



BUSINESS  
CONSULTANTS

DEEP  
TECHNOLOGISTS

**West Monroe Partners**  
**Advanced Energy Conference**  
**Session IV - Track E - The Digital Utility**  
**March 28, 2018 | 9:15 AM – 10:30 AM**

**Kaamil Dalal**  
**Director**  
**Technology Practice**  
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# Introductions

## Panel Moderator

**KAUMIL DALAL**

*Director, Technology*

West Monroe Partners

## Expert Panel

**DOUG MCMAHON**

*Vice President for Strategy*

New York Power Authority

**STEVE SUNDSTROM**

*Vice President, North America Utility Segment*

C3 IoT

**KEVIN DICK**

*Director*

Programs Delta Institute

**KRISTIN BARBATO**

*Former Utility Executive*

Independent Consultant

# Expert Panel Discussion Overview

- ◆ The **digital shift** is requiring utilities to rethink the traditional business model
- ◆ **Regulators** are pushing utilities towards digital
- ◆ Utilities are going digital to improve **visibility of technologies** on their systems
- ◆ **Data** available from grid modernization is plentiful and can be overwhelming
- ◆ Internally, for **employees** and externally for **customers**, utilities are investing in technology to improve their experiences

Expert panel will discuss their perspectives on utilities embrace of digital technology and use cases providing utilities the opportunity to improve **operational efficiencies**, and make **customer and employee interactions with utilities** easy



## Panel Breakdown

- Expert Panel Background and Experience
- Expert Panelist Presentation with Q&A at the end of each presentation
  - Doug McMahon
  - Steve Sundstrom
  - Kevin Dick
  - Kristin Barbato
- Expert Panel Discussion
- Final Q&A

