



SMART
ENERGY
CONSUMER
COLLABORATIVE

2019

**Members
Meeting &**

FALL WORKSHOP

hosted by:  **Xcel Energy®**

Minneapolis, MN | **October 1-2, 2019**

SECC Year-In-Review

Key Takeaways from Research and Education

Moderator



Jonathan Bach

Manager, Strategic Partnerships &
Ventures

Xcel Energy

Presenters



Norma McCarthy
Customer Engagement
Specialist
New Brunswick Power
Corporation



Patty Durand
President & CEO
Smart Energy Consumer
Collaborative



Nick Corsetti
Director, AMI Customer,
Business Integration &
Business Case Development
National Grid

Special Thanks to Interprose

SMART ENERGY INTERNATIONAL JOIN THE REVOLUTION #CONLOGREVOLUTION CONLOG

INDUSTRY SECTORS REGIONAL NEWS RESOURCES MAGAZINE EVENTS ENGAGE PARTNERS SIGN IN

Industry Sectors Business / Finance / Regulation Electric Vehicles Regional News Global New technology News North America Top stories

Toolkit helps utilities educate consumers about EVs

March 8, 2019

Electric Vehicle sales are rapidly rising in the U.S. **2x more**

LIVE WEBINAR June 25th, 2019 | 12:30pm GMT | 2:30pm CEST

UTILITY DIVE Deep Dive Opinion Podcasts Library Events Jobs

Generation T&D Solar Storage Demand Response Distributed Energy Regs

DEEP DIVE

Winning in a more distributed energy world: 3 steps to utility success

A billion-dollar retail opportunity awaits utilities that turn reluctant customers into partners.

AUTHOR Herman K. Trabian

In the U.S. power system's transformation, customers' traditional dependence on utilities is increasingly becoming a utility dependence on customers.



Customer Care Group Part of Utility Business Network

AUTHOR PROFILE

Patty Durand
President & CEO
Smart Energy Consumer Collaborative (SECC)

How Will Electric Utilities Harness the Smart Home?

White Papers Webcasts Events Videos

DISTRIBUTED TECHNOLOGIES

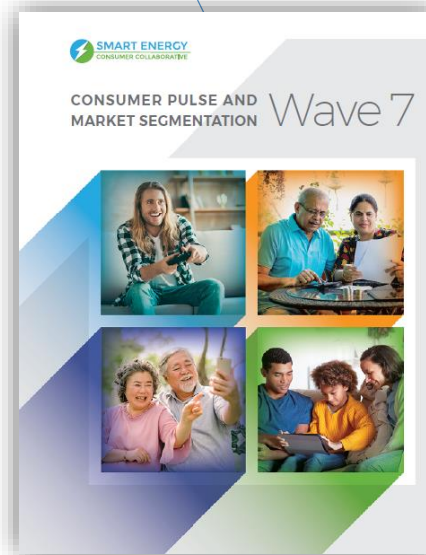
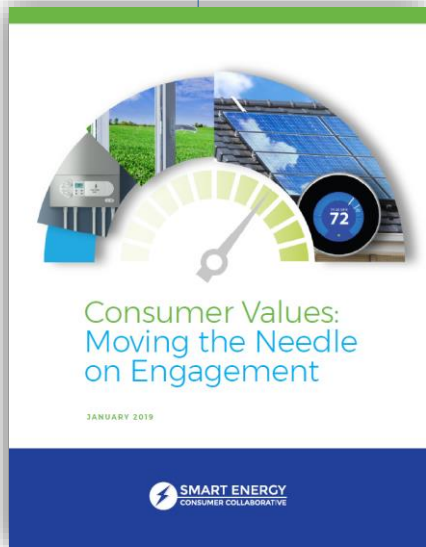
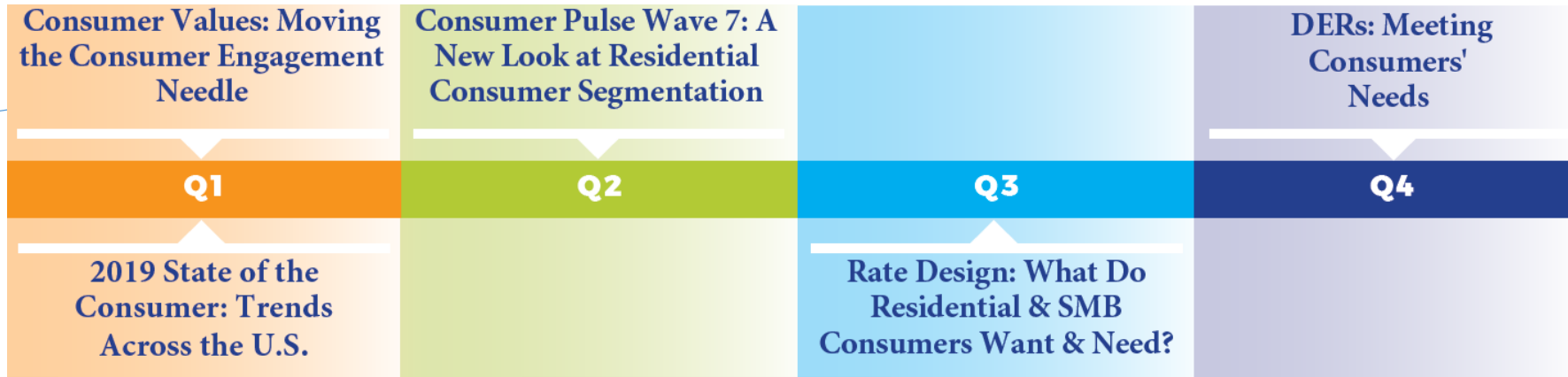
HOME GENERATION T & D DER/GRID EDGE EL&P EXECUTIVE INSIGHT CUSTOMER SERVICE

Five ways to move the needle with "selectively engaged" energy consumers

09/25/2019 By Mina Berikow, Environmental Defense Fund, and Patty Durand, SECC

Consumer Values

2019 Research



A look at residential consumer knowledge, attitudes and expectations around DERs and processes and policies that govern how DERs are implemented

2019 Education & Outreach

Electric Vehicles

JANUARY - MARCH

Saving Money

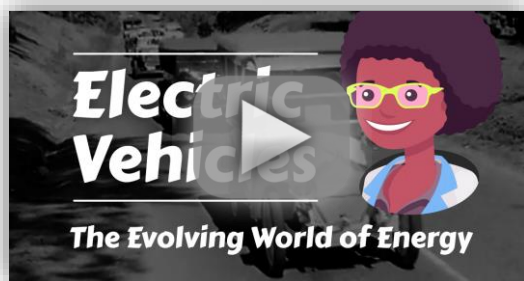
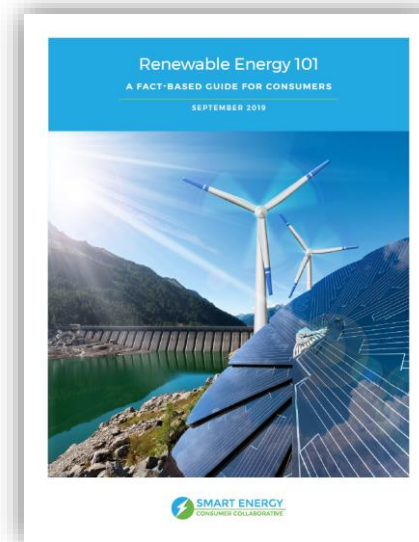
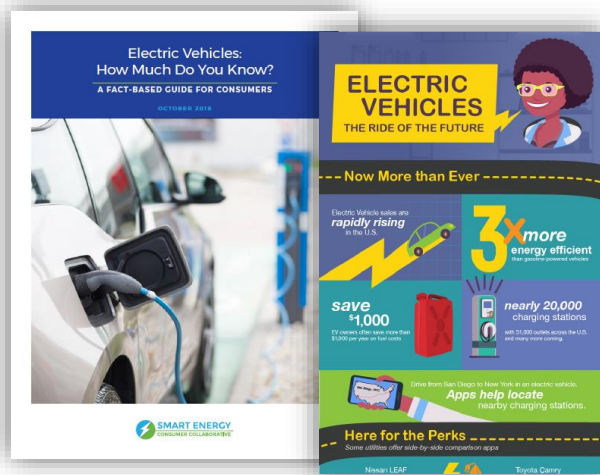
APRIL - JUNE

Renewables

JULY - SEPTEMBER

Inside a Smart Home

OCTOBER - DECEMBER



- A Did You Know? FAQ
- An Inside the Smart Home interactive infographic

WHITE PAPER: Optimizing Consumer Engagement



Questions?



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