



Agenda:
NextGrid: Utility of the Future Study
WG 4: Customer and Community Participation

Meeting No. 2

Date: May 2, 2018

Time: 1:00 - 3:30 pm

Location: Illinois Commerce Commission, 160 North LaSalle, Suite C-800
 Chicago, Illinois 60601 & WebEx

Time	Agenda Item	Presenter
1:00 – 1:15 pm (15 minutes)	Intro, Agenda	WG4 Leader Marty Cohen
1:15 – 2:15 pm (60 minutes)	Four Presentations on Consumer Engagement and Education Strategies	Ameren, ComEd, Elevate Energy, Retail Supplier
2:15 – 2:25 pm (10 minutes)	Break	
2:25– 3:20PM (45 minutes)	Questions, Answers, Discussion among Presenters and Participants	WG4 Members, Panelists
3:15 - 3:30PM	Next Steps	Leader, Members

Core Topic:

Consumer Engagement/Education/Empowerment

Potential Questions for participants to consider:

1. What are current best practices in customer engagement, communication and education?
2. What are new opportunities for future strategies and practices?
3. What are barriers, if any, (technology, rules, procedures, costs, other) to engaging, educating and empowering consumers to take advantage of emerging opportunities?
4. How do we/could we know what customers want?
5. What does it mean to “trust customers to make choices?”
6. On what info are good choices dependent and how can we ensure that customers have it and understand it?
7. What is the meaning of consumer protection in a world of customer choices? Are new rules and strategies needed?