September 30
– October 4
2019

THE ACADEMY
Fall Education
Institute
San Antonio, Texas

Agenda

Utilizing Technologies to Enhance Customer Service

Recommended CEUs .3/PDHs 3.25/CPEs 3.8
Field of Study: Specialized Knowledge

Monday

1:00 p.m. **Section One – Technology & Utility Industry**

- What is Technology?
  - IT Versus OT in Utility Sector
- Technology and Public Power
  - Timelines of Evolution of Customer Service and of Electric Utility

1:45 p.m. **Section Two – Review of Customer Service Technologies**

- Supervisory Control and Data Acquisition (SCADA)
- Geographic Information System (GIS)
- Outage Management System (OMS)
- Customer Information System (CIS)
- Interactive Voice Response (IVR)
- Metering Infrastructure
  - Advanced Metering Infrastructure (AMI)
  - Prepaid Metering
- Work Order Management
- Automated Vehicle Location

2:30 p.m. **Break**

2:45 p.m. **Section Three – The Future is Here**

- Industry Challenges
- Current Concerns
- Electricity Sales
- New Technologies
  - Distributed Generation (DG)
  - DG – Solar
  - Battery Energy Storage
  - Electric Vehicles
- What do Customers Want?
- How to Avoid Technology Shipwrecks

3:45 p.m.   Section Four – Technology Planning

- How to Plan Technology Purchases via Long-Term Roadmap
- New Approaches
  - Hosted Software
  - Cloud-Based Services
  - Software as a Service

4:30 p.m.   Course Adjourns

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Upon completion of this course, participants will be able to successfully:

1. Define operational technology and information technology.

2. Identify the key elements of a variety of customer service technologies.

    a. Supervisory Control and Data Acquisition (SCADA)

    b. Geographic Information System (GIS)

    c. Outage Management System (OMS)

    d. Customer Information System (CIS)

    e. Interactive Voice Response (IVR)

    f. Work Order Management

    g. Automated Vehicle Location

    h. Distributed Generation (solar and non-solar)

    i. Battery Energy Storage

    j. Electric Vehicles

3. Discuss advances in metering.

    a. Advanced Metering Infrastructure

    b. Prepaid Metering

4. Explain the challenges of applying technologies through an integrated system that improves operational and customer service results.

5. Discuss the ramifications of customers expecting reliable, clean energy and digital communication with utility without increasing their costs.

6. List common technology investment pitfalls or "shipwrecks".

7. Describe techniques for creating a technology investment roadmap.