Envisioning the Future: A Customer-Focused Utility

What will be the utility of the future and how will we get there?

**Moderator:** Hermina Morita, Former Chair, Public Utilities Commission

**Panelists:**
- Alan Oshima, CEO, Hawaiian Electric Companies
- Robert Harris, Director of Public Policy, Sunrun
- Kyle Datta, General Partner, Ulupono Initiative

Participate in the Panel 1 Discussion!

With your smartphone or other internet friendly device, go to meetingsift.com & enter participant code: energy1
Are you On-site or Off-site?

- On-site - 97%
- Off-site - 3%

What island are you on?

- Kauai - 5%
- Oahu - 90%
- Molokai - 0%
- Lanai - 3%
- Maui - 0%
- Hawaii - 3%
What category best describes you?

- Business Professional - 43%
- Environmentalist - 5%
- Educator or Student - 30%
- Government Official - 18%
- Entrepreneur - 5%
- Interested Citizen - 0%

What is your interest in this panel?

- Don't know topic, want to learn more - 7%
- Interested in topic, want to learn more - 56%
- Topic's important, want to share opinion - 20%
- I like the panelists - 17%
What People Want From Their Utility

- Do Nothing/Let the Market Decide - 14%
- Conduct Customer Polls - 18%
- Use Traditional Media/Newspapers - 2%
- Use Social Media - 9%
- Conduct Independent, Valid Surveys - 57%
Rank Objectives of Future Utilities

1. Reduce electricity prices
2. Provide reliable electricity service
3. Increase use of renewable energy
4. Enable customers to manage own use
5. Reduce greenhouse gas emissions
6. Enable customers to make own electricity

Rank What Future Utilities Need

1. Change Regulatory Structure
2. High-Tech Grid
3. Energy Storage
4. Technical Expertise
5. Capital
6. Install Undersea Cable