

**24th Annual New England Energy Conference and Exposition**  
**Northeast Energy and Commerce Association**  
**Mystic Marriott Hotel - Groton, CT**

# **Session II A: The Maturing Retail Market**

## **Wednesday May 10, 2017**

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# Taking Power to the People

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- ☐ Competing everyday to earn our customer's business.
- ☐ Providing choice, simplicity and innovation.
- ☐ Empowering our customers to make smarter decisions.
- ☐ Using shareholder capital to invest, innovate and evolve new products and services not ratepayer revenues.
- ☐ Delivering benefits and value to our consumers.

# Data: If You Can Measure It, You Can Manage It

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- ❑ Advance Grid Modernization program initiatives to spur customer-centered and grid-centered technologies and practices.
- ❑ Advanced metering functionality will provide interval meter data for residential and small commercial customers that will permit retail suppliers (with customer approval) to offer new rate design alternatives and energy management services more cost-effectively.
- ❑ Unlock the value of a modernized grid system for the benefit of consumers.

# Orchestration of a Modernized Grid System



# Customer Empowerment and Control

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- ❑ Empower consumers with the development of cost-effective distributed energy resources, including energy efficiency, demand response, distributed generation, storage technologies, smart devices and more.
- ❑ Retail suppliers, in addition to utilities, should be permitted to provide consolidated customer bills that could breakdown customer usage by end use, suggest targeted energy savings improvements, and other related services to promote greater energy management.



# Direct Your Energy: A New Paradigm

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