# Keeping customers at the heart of the transition to grid flexibility: A look at this year’s Forum keynote address

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E Source Forum 2024 is just a couple of weeks away and we can’t wait to see you.

### Save the date for E Source Forum 2025

Forum will take place October 6–October 8 in downtown Denver.

Save the date

For more than 35 years, the Forum has facilitated learning, networking, and collaboration among utility professionals from across the US and Canada. Our agenda features topics that matter to you, with market research and data-driven content, customer panels, and insights from your utility peers.

The event will kick off with an inspiring keynote address led by thought-provoking speakers who’ll motivate you for what’s to come. Let’s take a closer look at what you can expect this year and get to know our keynote speakers.

## Keeping customers at the heart of the transition to grid flexibility

*Wednesday, October 9, 2024 | 9:00-10:30 a.m.*

Our industry is at a critical juncture and the opening keynote won’t shy away from addressing this looming challenge. Distributed energy resources, electrification, AI, EVs, and decarbonization are all upsetting business-as-usual operations for utilities. But they also present huge opportunities to get grid flexibility right while increasing customer engagement.

Demand-side management technologies must be a critical part of the energy transition as we decarbonize. If we're going to electrify buildings and transportation, we need to take a portfolio approach, and we need to use energy efficiency and flexibility to transform energy into a dynamic and responsive supply. We also need to think differently about how we engage the customers in this transition.

## Meet Utibe Bassey and Peter Kelly-Detwiler

At this year's address, you'll hear from leaders who are using the opportunity above to revolutionize the utility-customer relationship, while also balancing the foundational values of safety, reliability, resiliency, and cost-effectiveness. So, who are this year's speakers? Let's meet them!



### Utibe Bassey, Vice President of Customer Experience, Dominion Energy

Utibe Bassey spent over 20 years on the frontline of what people care about: her functional experience spans strategy, operations, experience design, organizational systems, and leadership development.

She has worked with teams across several continents and worked in 2-person and 50,000-person organizations alike, and her industry experience includes financial services, e-commerce, hospitality technology and utilities—each role has been a conduit to improving the human experience in tandem with business results.

Utibe holds an MBA from the Kellogg School of Management and a BSc from Central Connecticut State University. She enjoys travel, live music, and serving as a coach and adviser to entrepreneurs and startups.



## Peter Kelly-Detwiler, Principal, NorthBridge Energy Partners

Peter Kelly-Detwiler has over 30 years of experience in the electric energy industry, with much of his career in competitive power markets. Formerly an SVP leading Constellation Energy's demand response team, he's currently a leading consultant, researcher, speaker, and trainer in the electric industry.

He provides strategic advice to clients and investors, helping them to navigate the rapid evolution and complexities of the electric power grid.

He has written white papers and research reports for numerous clients, covering a broad range of topics, including:

- Community solar
- Distributed energy resources and virtual power plants
- Enhanced geothermal energy resources
- Alternative transmission technologies
- Datacenters and global power availability
- Emerging energy technologies for supporting data center power load

Peter also offers numerous keynotes and trainings, and he's the go-to trainer for organizations such as The American Public Power Association and The Smart Electric Power Alliance, with workshops addressing a wide range of topics related to energy, technology, and policy.

His book on the transformation of electric power markets, *The Energy Switch: How Companies and Customers Are Transforming the Electrical grid and the Future of Power*, was published by Prometheus Books in June of 2021.

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