

## **PANEL 6: Utilities and the Future**

The business model of the current utility is one that was invented over 100 years ago and has not changed significantly since. However, the pace and depth of change that is expected over the next decade will transform the way the energy system is planned, operated, and managed. The transformation requires new and innovative partnerships with customers and trade allies, working with stakeholders collaboratively. This is brought about the running discussion on what the what the Utility of the Future will look like. This panel will look to explore the building blocks of the utilities of the future to enable societal decarbonization advancements in building technologies, lessons learned from utility demonstrations and pilots, and innovative program models. The intended result is to have discussions and unearth results and best practices on how utilities can plan, operate, and manage an energy system that helps support overall energy decarbonization. Panelists will provide insights on:

- Qualitative lessons learned and qualitative results on advance technology performance in demonstrations, deployments and pilots.
- Insights on how best utilities can best serve dynamic customer and occupant needs obtained through results from utility pilots and programs.
- Innovative approaches that address historically underserved market segments.
- Lessons learned in past, current, and planned efforts that help inform how utilities can user in societal decarbonization in an equitable way.
- Breakthrough technologies, programs, and approaches that help “cross the chasm” and enable market adoption and development low-carbon/zero carbon buildings and communities.
- Plans to and that are successfully leveraging new sources of public and private funding while avoiding major disruptions to programs that are performing well.