

How To Work With Utilities To Change Policies

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How To Work With Utilities To Change Policies

- **First and foremost, find a “TRUE” Champion(s) within the utility.**
- **Understand the audience within the utility.**
 - **Electric Utilities**
 - **Natural Gas Utilities**
 - **COOP Utilities**
 - **Water Utilities**
 - **Municipal Utilities**

How To Work With Utilities To Change Policies

- **Understanding the audience within the utility.**
 - **Electric Utilities**
 - Investor Owned Utilities (IOU's)
 - Large, Medium, and Small IOU's
 - Headquarters may be in different state
 - **Natural Gas Utilities**
 - Their focus is different from electric utilities
 - They are usually competing with electric utilities
 - Headquarters may also be in different state
 - **COOP Utilities**
 - Typically they do not have generation but buy it from IOU's
 - Their leadership is customer focused and owned by customers.

How To Work With Utilities To Change Policies

- **Understanding the audience within the utility.**
 - **Water Utilities**
 - Usually owned by municipalities.
 - Many have nepotistic mindsets with local political elements.
 - They trust their own.
 - **Municipal Utilities**
 - Many have nepotistic mindsets with local political elements.
 - Most do not have generation and buy from IOU's or COOP's
 - They trust their own.
 - Many have electric and water meter operations.

How To Work With Utilities To Change Policies

- Find Community Champions or Customer Advocates
- Develop a team or teams for project.
- **Forming** – Storming – Norming – Performing
 - What are you trying to do and do you have the “right people”?
- Get first-hand knowledge from the team(s) on local politics and dynamics.
- PUC’s, bring them into the loop.
 - PUC’s are the cops and have the hammer.

Questions??

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