



Our Energy Experts

Looking for a speaker for your next event? Writing an article about a specific energy-related topic? Please [e-mail Ken Black](#) or call him at 303-345-9102, and he will connect you with one of our energy experts.

Our areas of expertise include:

Customer Service

- Account management
- Billing
- Contact center
- E-mail
- Field operations
- Metering
- Payment
- Voice response systems
- Web site

Energy Management

- Audits
- Benchmarking
- Building simulation
- Commissioning
- Corporate & institutional programs
- Design
- Energy information tools & services
- Manufacturing processes
- Measurement & verification
- Operations & maintenance
- Procurement & pricing

Marketing

- Brand
- Channels & methods
- Customer profiles
- Market research
- Segmentation

Public Policy

- Building codes & certification
- Environment

Programs, Products & Services

- Education & information
- Efficiency & load management
- Environment
- Financing
- Generation & delivery
- Rates & billing
- Retail services

Technology

- Appliances & office equipment
- Building envelope
- Controls
- Communication
- Distributed energy
- Distribution
- Drivepower
- HVAC & refrigeration
- Industry & agriculture
- Lighting
- Load management
- Metering & monitoring
- Power quality & reliability
- Transport
- Water heating

Utility Management

- Customer satisfaction & loyalty
- Operations
- Product development
- Reputation & image
- Strategic issues
- Strategic planning

- [Generation & delivery](#)
- [Incentives & subsidies](#)
- [Procurement](#)
- [Technology standards & labeling](#)
- [Utility regulation](#)