The E Source Podcast: Covering the latest in utility trends, best practices, and critical issues

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New for 2020, E Source is launching its very own podcast! We’ve taken sessions from the 2019 E Source Forum and will be releasing them as podcast episodes focusing on the most relevant utility trends, best practices, and critical issues. Listen to episodes 1 through 4 below, and look for new episodes every two weeks. Subscribe on:

Episode 6: The promise (and reality) of the emerging energy-smart home

Episode 6 is brought to you by ICF, a global consulting and digital services provider. For 50 years, ICF has worked in every corner of the energy industry helping utilities keep pace with a changing world.

As connected home technologies and artificial intelligence-based assistants like Alexa and Google Assistant become more mature and sophisticated, there’s enormous potential for smart home devices and systems to help utilities with decarbonization, revenue-generation, energy efficiency, load management, customer
experience, and more. In this episode, a panel of top utility smart home experts from across North America tell us about the latest developments, the rise of smart speakers, and the biggest opportunities for utilities.

**Episode 5: Finding hidden cost-saving opportunities**

Episode 5 is brought to you by Milepost Consulting, a strategic and engagement consulting services company that helps organizations adapt and thrive in a world challenged by environmental and social change.

Progressions in technology are important in contact center operations since they can help you save money and improve the customer experience. During this session, E Source presenters are joined by Amy Hoskins, customer care manager at Pacificorp, to help you look for hidden cost-saving opportunities in your contact center and explain how to take advantage of them.

**Episode 4: Exploring business customer nuances**

Episode 4 is brought to you by Cascade Energy, a leading provider of industrial energy-efficiency services. Cascade Energy designs and delivers top-notch energy-efficiency programs across the country, and has been helping utilities and their industrial customers for over 25 years.

In this episode, Eric Wilson, senior research engineer at the National Renewable Energy Laboratory (NREL), and Devin Fink, manager of the Account Management Service at E Source, discuss business customer insights and how utilities can serve their customers better. There is no one-size-fits-all approach to serving your customers, and this episode explores trends and insight gleaned from our market research studies that can help you strategize by business type. You’ll learn about the differences between lodging, grocery, retail, industrial, healthcare, and other sectors, as well as what you should be focusing on to best serve each of these business types.

After the session, we sat down with Eric and asked him a few questions about how NREL is leveraging unique data sets to better understand and target these notoriously hard-to-reach customers.
Episode 3: How technology is transforming the employee experience

This episode is brought to you by EnergyX Solutions, a Toronto-based technology company focused on delivering the next generation of energy audits. The company’s digital energy audit pairs building science with artificial intelligence and machine learning to help utilities understand and engage their customer base.

For decades, companies have used technology to cut costs. Now, they’re also using it to improve experiences. When employees are enabled and empowered with the right tools, they’re more satisfied, more engaged, and more productive. In this episode, we hear from Martha Harris-Brown of Duke Energy and Jason Jevack of NiSource on ways their organizations have figured out how to keep up with changing employee expectations. They’re leveraging technology that improves communication and collaboration, making it easier to recruit, equip, and retain great employees who love their jobs, while getting better business results.

Episode 2: Who cares about climate? Your customers do, and they want you to care too

You’ve heard about climate change for decades: the world is warming, and humans are to blame. The energy industry’s role is significant and undeniable, but utilities have largely shied away from discussing this polarizing issue with their customers. Are we being too timid, afraid to stir the pot or take a stance? In this podcast, Dr. Anthony Leiserowitz from the Yale Program on Climate Change Communication, explains recent trends in Americans’ climate-change and clean-energy knowledge, attitudes, policy support, and behaviors, and gives advice on building public and political will for climate action. Then, Alice Jackson, CEO of Xcel Energy Colorado, shares why her utility has committed to an 80% reduction in carbon emissions by 2030 and a 100% reduction by 2050, as well as how her team is using customer data to reach those goals.

Episode 1: E Source Forum 2019 opening plenary trailer

In this short trailer episode, E Source CEO Wayne Greenberg introduces the 2019 E Source Forum and kicks off our opening plenary session.