



# E Source Forum 2021: Spotlight on optimizing customer programs for an evolving grid

By Luke Beckett

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Can you believe the [E Source Forum 2021](#) is just a couple weeks away? It'll be here before you know it. We've got two more tracks to shine the spotlight on for you in preparation of the event.

Today, the spotlight is on "Optimizing customer programs for an evolving grid." This track will help you determine the best way to run innovative and successful customer programs as utility business models and climate goals evolve and grow.

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## Hot session alert!

### **A DSM renaissance: Ushering in a pivotal decade in customer programs**

*Wednesday, September 29, 10:45 a.m. MT*

Our business models and climate goals depend on having a pivotal decade in demand-side management (DSM). Now more than ever, we need to move from a shrinking supply of widgets toward comprehensive programs that achieve deep savings. We need to make investment decisions that reduce demand at crucial times and at strategic locations on the grid. We need to use data to match programs with specific customers and explore how individuals make efficiency choices. These customer program initiatives are critical for cutting emissions and costs in the coming years for utilities, the energy grid, and society. Join us as we sit down with E Source leaders to discuss the key initiatives that are ushering in a renaissance of DSM to meet the economic, grid, and climate needs of this decade.

[Register for the Forum](#)

## **Track spotlight: Optimizing customer programs for an evolving grid**

Hear product strategist Luke Beckett describe what to expect from this Forum track.



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