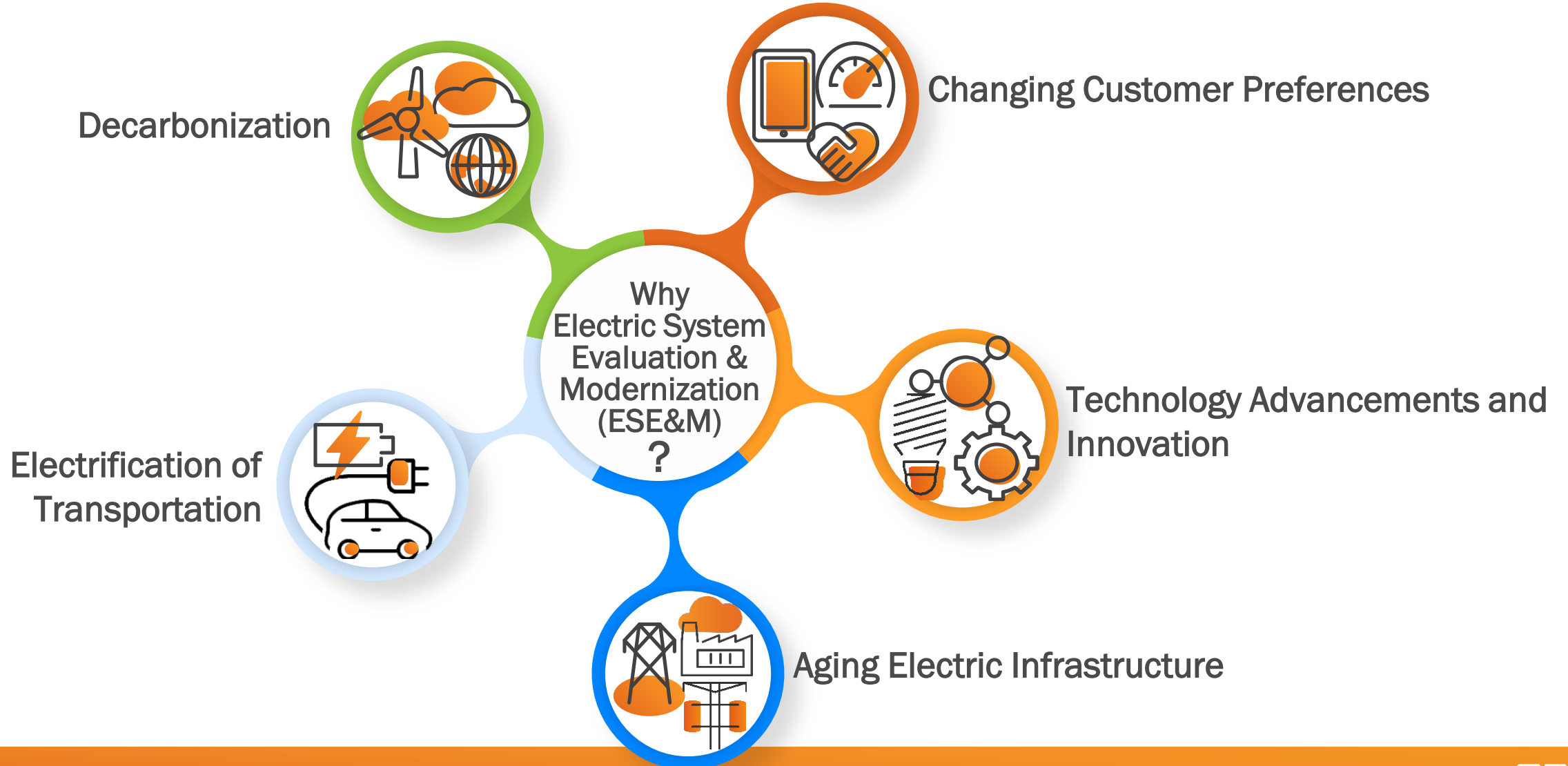




# Electric System Evaluation & Modernization Strategic Initiative Update

Aaron Smith, Director Operations  
Board of Directors Meeting  
October 14, 2020

# Need for a Strategic Initiative



# Objective and Goals

## OBJECTIVE

Develop a cross functional, integrated vision and roadmap for the modern OPPD electric system and supporting technologies that will deliver customer value, enable future products, services, and solutions, while increasing employee engagement and effectiveness by providing them the tools they will need.



## SI MANAGER:

Aaron Smith

## PROJECT COORDINATOR:

Sharyl McGuire

## GOALS



Develop the vision for the modern OPPD electric system including advanced metering



Engage local entities and document case studies and lessons learned from leading U.S. utilities



Enable electrification and future products, services, and solutions



Identify the change management impacts to people, processes, training, and org structure



Identify, evaluate and create business cases for grid modernization, mobility and core office technologies



Create and submit a holistic plan and multi-year roadmap leveraging system integration

# Customer & Utility of the Future

“OPPD’s electric service is very reliable which is so important since I fuel my EV with it every day”

“I like that OPPD communicates with me in the way I prefer”

“Having the right data at my fingertips has made a huge difference in our asset management program”

“Distribution automation saved us so many outage minutes last year”



“I like that OPPD provides outage updates in real-time”

“When an OPPD crew is working in my neighborhood I can easily find out why”

“I love that sensors can help pinpoint outage or fault locations before ever rolling a truck”

“The user interface on my mobile device is so easy. Outage information can quickly get to customers so we are approached in the field less often”

“I like that OPPD’s mobile app is so user friendly and convenient”

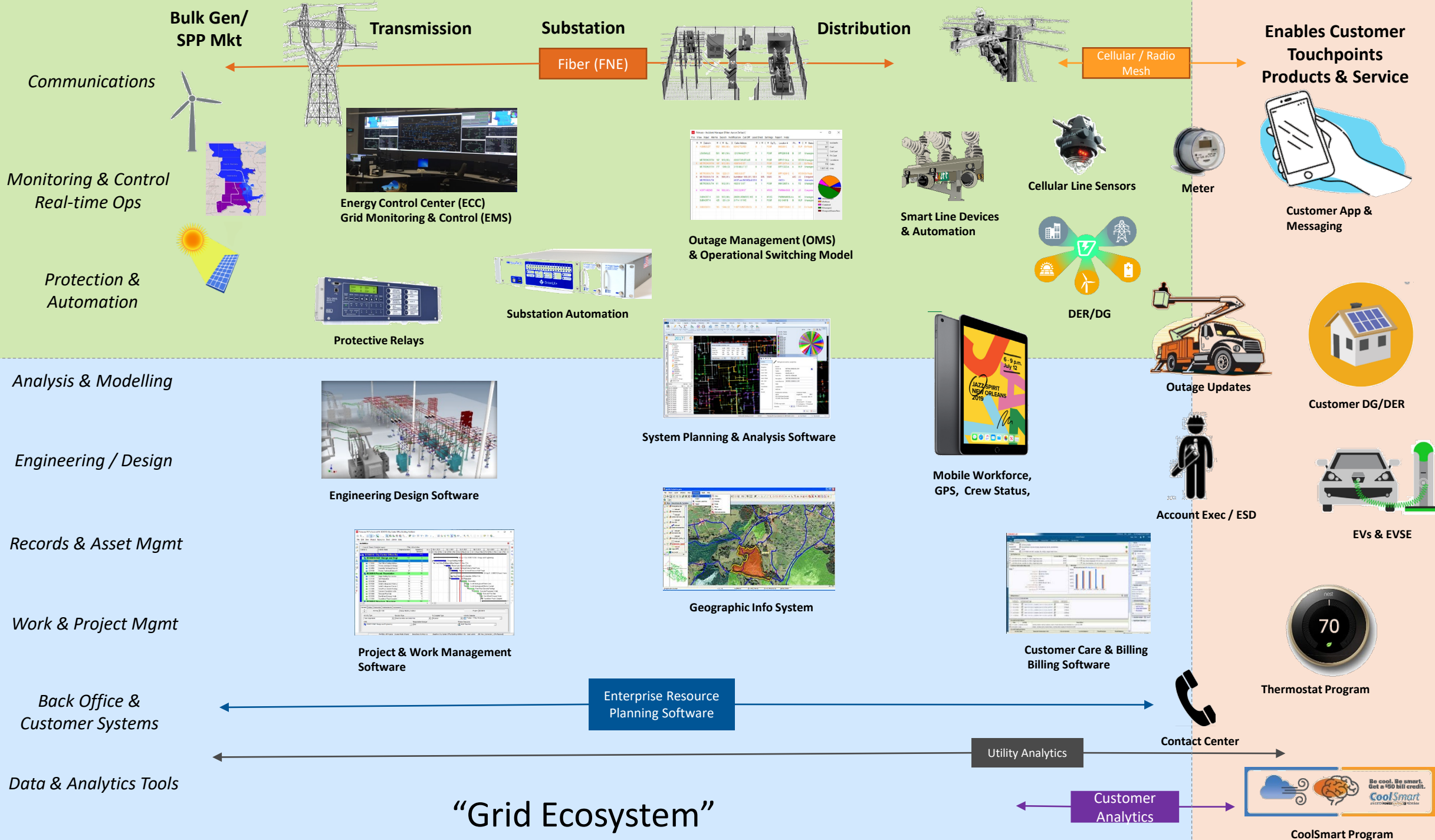


“I like that OPPD lets me see my energy use as it happens and provides tips on how to reduce it”



**GRID & OPS TOOLS**

**MOBILITY & CORE OFFICE**



**"Grid Ecosystem"**



# Workstream Project Teams

## Grid Modernization and Operational Tools:

- || Identify and evaluate technologies and their impact to system reliability, grid operations, customer experience, products, services, and electrification of transportation
- || Develop OPPD's short and long-term advanced metering strategy
- || Evaluate tools and technology for enhanced situational awareness and operational flexibility such as an Advanced Distribution Management System (ADMS)
- || Leverage the new fiber infrastructure to enable advanced technologies
- || Engage an external consultant to assist with strategy development and integration

## Field Mobility and Core Office Technology:

- || Develop a roadmap for Outage Management and Mobility (including GPS)
- || Geographic Information System (GIS) capability expansion to include enterprise-wide features
- || Evaluate engineering design tools and associated process optimization for a "paperless" workflow
- || Identify ways to fully utilize Enterprise Resource Planning (ERP) and other software
- || Optimize information flow through the digitization of key customer touchpoints
- || Engage an external consultant to assist with strategy development and integration

# Long Term Benefits and Expected Outcomes



Improved customer experience and satisfaction scores



Enable new products and services



Platform for Electrification and Decarbonization



Safety for customers and employees



Timely and accurate outage messaging to customers



Data availability for advanced analytics



Predictive & targeted maintenance activities



Paperless workflows and schedule optimization



Improved data for system planning and asset life cycle management



Increased employee engagement

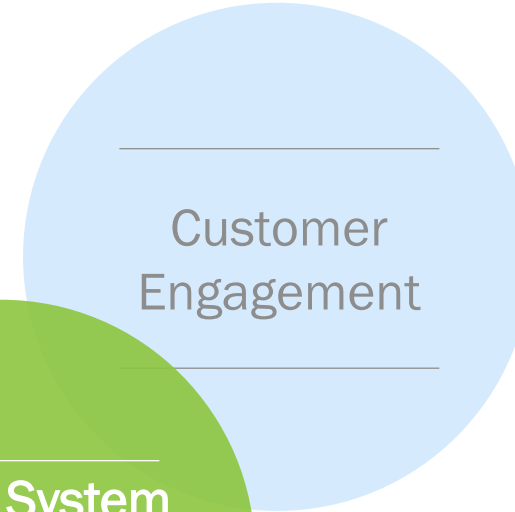
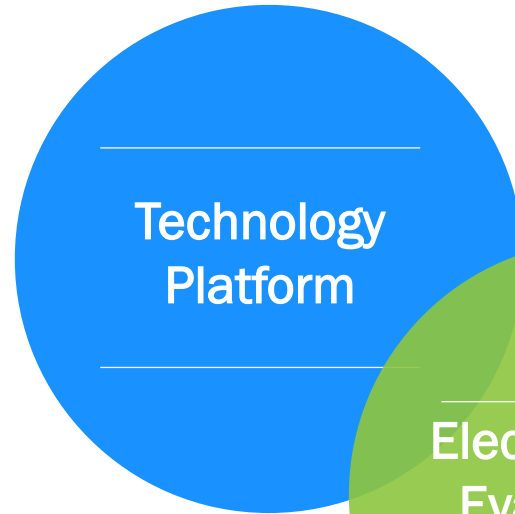


Improved large outage event (storm) response



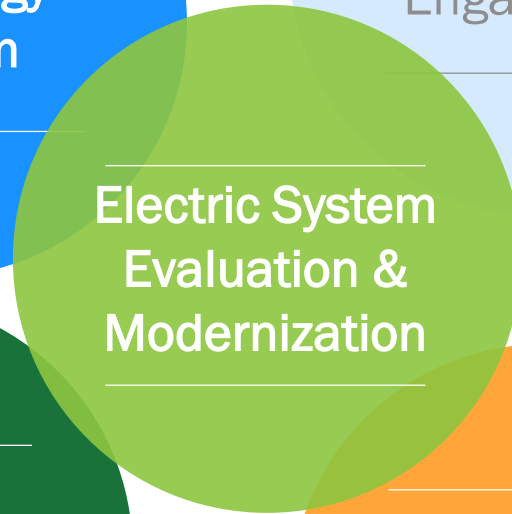
# SI Touchpoints

- Integrated technology implementation roadmap
- Technology life-cycle management
- System architecture, data, and analytics



- “Customer of the Future” expectations
- Future products, services and solutions
- Customer insights

- Future skillsets for the modern grid
- Employee training and development
- Recruiting the grid tech stars of tomorrow



- Energy Portfolio
- Distributed Energy Resources (DER)
- Grid Operations with reduced carbon



# Resources

Total Advisors & Core Personnel = 29



## Advisors

**Project Coordinator: Sharyl McGuire**

**Grid Modernization & Operational Tools Team:**

Stacy Bryant (CS)      Mike Herzog (ED)  
Jeremy Bowers (EPND)      Matt Hardebeck (CSG)

**Field Mobility & Core Office Team:**

Todd McLochlin (CS)      John Buckley (ED)  
Dannie Buelte (ED)      Steve Brown (BT)

## Core

**Grid Modernization & Operational Tools Team:**

**Workstream Lead:** Eli Scheissler (ED)  
Core = 9

**Field Mobility & Core Office Team:**

**Workstream Lead:** Matt Peterson (ED)  
Core = 9

## SME

An additional 20+ subject matter experts from all business units will be consulted throughout the project

# Revised Initiative Milestone Timeline

*Preliminary and subject to change*



★ Charter Overview to BOD

