



Energy Technology and Governance Program
SOUTHEAST EUROPE DISTRIBUTION SYSTEM OPERATOR
SECURITY OF SUPPLY WORKING GROUP

Study Tour to the United States
September 20-27, 2014

Houston, Texas; Columbus, OH; Washington, DC

Agenda

The Southeast Europe Distribution System Operator (DSO) Security of Supply Working Group assists the electric distribution utilities in Southeast Europe to improve their operations and overall system management through regional collaboration. Working Group members currently include representatives from the DSO's in Albania, Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, and Serbia. Representatives from the regulatory agencies in these countries serve as observers to the Working Group.

This study tour will provide an opportunity for working group members to meet with their counterparts in the U.S. to see first-hand U.S. distribution utility best practices. Meetings and site visits will be conducted with American Electric Power, one of the largest electric utilities in the U.S. serving over 5 million customers in parts of 11 states, and CenterPoint Energy, the distribution utility serving Houston, Texas.

Representatives from both of these utilities have provided guidance and support to the Working Group over the past year in the following areas:

- Smart Meter technologies and Outage Management
- Mutual Assistance and Emergency Preparedness
- Benchmarking
- Preparations for Retail Electric Market Competition

Saturday, September 20, 2014

Afternoon Delegates arrive in Houston, Texas

Greeted at Houston International Airport by Albert Doub, Acting Deputy Director, United States Energy Association (USEA)

Check into Hotel: Courtyard Marriott, 2900 Sage Road
Houston, TX 77056
(713) 622-3611

Sunday, September 21, 2014

Morning Meeting with USEA in Hotel:

- Review agenda for the week
- Distribute documents
- Discuss plans for the remainder of the day

Cultural Activity: opportunity to visit Galveston, Texas and beaches of the Gulf of Mexico

Monday, September 22, 2014

Meetings and Site Visits with CenterPoint Energy

1111 Louisiana Street

Houston, Texas 77002 – 16th Floor

Contact – Jeffrey Myerson, Director, Business Transformation

Office: (713) 207-6712

CenterPoint Energy operates in five primary businesses: electric transmission and distribution, natural gas distribution, interstate natural gas pipelines, field services, and competitive natural gas sales and services. CenterPoint's electric transmission and distribution maintains the wires, poles and electric infrastructure serving a 5,000-square-mile electric service territory in the Houston metropolitan area.

8:30 a.m. **Executive Welcome and Review Agenda**

9:00 a.m. **Introduction to CenterPoint's Intelligent Grid**

Jeffrey Myerson, Director, Business Transformation

Walter Bartel, Director of Grid Performance and Reliability

Richard Grasshoff, Director AMS Meter Deployment

Chuck Hackney, Chief Information Officer

10:30 a.m. Travel to South Houston Complex via minibus

11:00 a.m. **Tour of the Energy InSight Center**

Jeffrey Myerson, Director, Business Transformation

Walter Bartel, Director of Grid Performance and Reliability

Richard Grasshoff, Director AMS Meter Deployment

Chuck Hackney, Chief Information Officer

Noon Lunch provided by CenterPoint at the Energy Insight Center

1:30 p.m. **Tour of Distribution Operations**

Raymond Gray, Service Area Director Galveston

Wednesday, September 24, 2014

Meetings and Site Visits with American Electric Power (AEP)

1 Riverside Plaza

Columbus, OH, 43215-2372

Contact – Robert Carroll, Manager, Performance Management and Financial Planning -- 614-716-3182/office; 614-949-1634/cell

Headquartered in Columbus, Ohio, AEP serves more than 5 million customers is one of the largest investor-owned utilities in the U.S., serving parts of 11 states. The service territory covers 197,500 square miles in Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, Virginia and West Virginia. AEP's customers are served by one of the world's largest transmission and distribution systems with more than 40,000 miles of transmission lines and more than 215,000 miles of distribution lines. AEP also has nearly 38,000 megawatts of generating capacity.

8:00 a.m. Welcome Breakfast

8:30 a.m. **Welcoming Remarks**

Selwyn Dias, Vice President of AEP-OH Distribution Operations

8:45 a.m. **Safety Contact, AEP Overview, and Today's Agenda**

Bob Carroll, Manager of Performance Management and Financial Planning

9:15 a.m. **AEP's Asset Management Strategy**

Selwyn Dias, AEP-OH Vice President of Distribution Operations

Joel Trad, Manager of AEP-OH Region Support

- AEP-OH's reliability / asset management strategy
- AEP-OH's gridSMART / Technology strategy

10:00 a.m. **AEP-Ohio's Reliability Strategy**

Selwyn Dias, AEP-OH Vice President of Distribution Operations

- AEP's overall strategy to deliver safe and reliable electricity across AEP's seven Operating Companies including fundamental analysis that supports AEP's selection of strategy and technologies

10:45 a.m. Break

11:15 a.m. **Distribution Automation / Smart Grid**

Tom Weaver, Manager of Distribution System Planning

- Distribution Automation Circuit Reconfiguration and Volt Var Optimization technology. Discussion will include how these technologies work, pilots that AEP has deployed to date, pilot results, and plans for future deployments.

12:15 p.m. Lunch

1:15 p.m. **AEP's and Industry Mutual Assistance Process**
Phil Lewis, Manager of Emergency Restoration Planning

2:00 p.m. **AEP-OH's Evolving Retail Market**
Andrea Moore, Director of Regulatory Services at AEP-OH
Stacey Gabbard, Manager of Customer Choice Systems

- Evolution of customer choice and the retail market in Ohio and how AEP manages from a regulatory perspective.
- Operational impacts, particularly the data/system requirements that have evolved in supplying data to/from retail providers.

3:30 P.M. Break

4:00 p.m. **Customer Experience at AEP**
Bob Carroll, Manager of Performance Management and Financial Planning

- Overview of work that is underway at AEP to improve the customer experience / satisfaction including industry research that supports AEP's efforts

5:00 p.m. Adjourn

4:15 p.m. **Automated Metering Infrastructure**
Darren Shepard, Director of Meter Systems and Repair Services

- Review of AEP's AMI pilot projects, lessons learned and next steps including proposed deployments, supporting business cases, and "big data".

5:00 p.m. Adjourn

Thursday, September 25, 2014

Meetings and Site Visits with American Electric Power (AEP) - Continued
Dolan Lab - 4001 Bixby Road Groveport, OH 43125
Contact – Robert Carroll, Manager, Performance Management and Financial Planning -- 614-716-3182/ office; 614-949-1634/cell

8:00 a.m. Breakfast

8:30 a.m. **AEP's Emergency Restoration Planning Initiative and Disaster Response Plans**
Mike Evarts, Manager of Emergency Restoration Planning

- AEP's current effort to implement an Incident Command System structure along with other process improvements aimed at improving our response during major events that impact AEP's T&D systems. Phil will also cover the mutual assistance process at a national and regional level.

9:15 a.m. **Tour of Dolan Lab and Walnut Microgrid Demonstration Project**
Bob Burns, Manager, Dolan Technology Center

The Dolan Technology Center is AEP's electrical research facility where testing and research is conducted to support AEP's Distribution, Transmission and Generation Business Units. Testing is also performed for third party customers. AEP's Walnut Station Test Facility provides unique research and testing services for various distributed energy resources. Testing can be conducted on generation, energy storage and power quality devices.

11:00 a.m. **Tour of Groveport Training Facility**
Brent Stegner, Manager of AEP Distribution Training

The Groveport Distribution Training facilities is one of several AEP training facilities where Distribution Line Mechanics are initially trained and receive refresher training throughout their career. The site is designed to provide classroom and hands-on training to ensure the development of required skills.

12:00 p.m. Lunch

1:30 p.m. **Distribution Lean at Columbus District**
Randy Knight, Manager, Columbus District
Tim Lyons, Supervisor, Columbus Southwest Region
Kristen Thompson, Supervisor, Customer Design in Columbus District

- Overview of AEP's Distribution Lean and how it was implemented and continues to be sustained at the Columbus service centers.

2:30p.m. **Tour of Southwest Service Center and Additional Questions/Answers on Columbus District Operations**

3:30 p.m. Adjourn and depart for Airport

6:44 p.m. Depart Columbus, Ohio on United flight 3745 and arrive in Washington Dulles at 8:00 p.m.

9:00 p.m. Check into Hotel: Courtyard by Marriott Convention Center, 900 F Street, NW Washington, DC 20004 - Phone: 202-638-4600

Friday, September 26, 2014

Full Day USAID / USEA Southeast Europe Distribution System Operator Security of Supply Working Group Meeting – **Please see separate agenda**



USAID
FROM THE AMERICAN PEOPLE



Energy Technology and Governance Program

SOUTHEAST EUROPE DISTRIBUTION SYSTEM OPERATOR SECURITY OF SUPPLY WORKING GROUP WORKING GROUP MEETING

**Washington, DC
Friday, September 26, 2014**

Agenda

- 9:00 am **Welcoming Remarks and Introductions**
- 9:10 am **Presentation of First Draft of the Second Phase of the Benchmarking Study on Revenue Collection, Financial Performance, and Customer Service Performance Indicators**
- *Tomislav Baricevic, Energy Institute Hrvoje Pozar*
 - *Minea Skok, Energy Institute Hrvoje Pozar*
- 10:00 am **U.S. Department of Energy's Infrastructure Security and Energy Restoration Program (ISER)**
- *Anthony Lucas, Sr. Program Manager, ISER, USDOE*
- DOE's ISER program ensures the security, resiliency and survivability of key U.S. energy assets and critical energy infrastructure.
- 10:30 am Break
- 11:00 am **DSO Updates**
- *Moderator: Albert Doub, Deputy Program Manager, United States Energy Association*
- Each DSO is requested to provide a 5-10 minute presentation highlighting changes and key issues since the February meeting.
- OSHEE sh. a.
 - Elektroprivreda BIH
 - Elektroprivreda Herceg-Bosna
 - JP Komunaldo Brcko
 - Hrvatska Elektroprivreda (HEP)
- 12:00 pm Lunch

- 1:30 pm **DSO Updates** (continued)
- Kosovo Electricity Distribution Supply (KEDS)
 - EVN Macedonia
 - Electric Power Industry of Serbia (EPS)
- 2:00 p.m. **Review of Draft Terms of Reference for Proposed Study on Integration of Distributed Renewable Energy Generation**
- *Tomislav Baricevic, Energy Institute Hrvoje Pozar*
 - *Minea Skok, Energy Institute Hrvoje Pozar*
- 2:30 pm **Roundtable Discussion on Issues Raised & Lessons Learned During the Exchange Visit**
- 3:30 pm Break
- 3:30 pm **2014-2015 Workplan Development**
- *Albert Doub, Deputy Program Manager, United States Energy Association*
- 4:00 pm **Meeting Minutes, Next Steps and To Do List**
- 4:30 pm Adjourn