

Time to transform

➔ **UTILITIES ARE SLASHING BUDGETS. ASSETS ARE AGING. CREDIT IS IN CRISIS. FUEL PRICES** are on a rollercoaster. A new administration is taking office. There are so many uncertainties. In these unsure times, however, your customers still rely on you to be there for them. They expect you to provide reliable, affordable, efficient and sustainable energy. No excuses. The big question is: How will you continue to do that?

This challenging environment also makes for an exciting time in the energy industry. Challenges bring opportunities to innovate and even transform—to become even more efficient, to introduce a more dynamic, reliable grid and to better serve your customers in ways they never imagined.

Intelligent Utility is your guide to making this transformation. To continue providing the energy that consumers demand, utilities will have to consider solutions that go beyond traditional investments, including informational and operational technologies and business process change. This means not only a smarter grid, but also a more intelligent utility (turn to page 22 to learn more about what it means to be an intelligent utility).

This magazine cuts through the smart grid hype and discusses how real utilities are transforming their businesses. This issue alone features discussions, stories and insights from more than 20 utilities. Some are taking small steps like Seattle City Light (page 38) or Great River Energy (page 8), and others have already taken big leaps like PPL Electric Utilities (page 19), but they are all heading toward a similar goal: building a more intelligent utility.

At the same time, *Intelligent Utility* focuses on the connection between what utilities are doing today and how these efforts can support a utility's long-term vision. For example, what changes will have to be made to today's customer information systems in order to support future efforts like AMI or PHEVs? What's more, how will business processes in customer operations change to support these new efforts, as well as new information sources? To help bridge the gap between today and tomorrow, this magazine also brings in industry thought leaders to help you understand how your company can move ahead, too.

I invite you to learn more from these utilities and be a part of this story. This magazine, though, is only the beginning. The story continues online. Visit www.energycentral.com/intelligentutility where you will find more stories and real-time discussion on topics covered in the magazine. The real-time department (page 6) includes other links to blogs for regular magazine contributors and gatherings that relate to smart grid and intelligent utility. I look forward to hearing your stories and helping to move this crucial dialogue forward.



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