

Developing a Strategy for the New Risk Environment

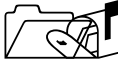



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Managing the Modern Utility Rate Case

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Session Purpose

-  Give you the **Industry perspective** and describe industry changes & issues that are developing.
-  Identify regulatory issues you will likely face.
-  Help you prepare for the future by giving you ***the customer's view*** on rate and regulatory issues.
-  Stimulate YOUR thinking and have a productive discussion.

Agenda

- Utility perspective on Alt Reg
 - The need for new infrastructure
 - The need for timely cost recovery
- Consumer Perspective
 - How customers see things & what they value
 - Emphasis on performance standards
- Meeting of the Minds
 - Policy principles
 - Conclusions
- Appendix