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# **NARUC/CAMPUT Bilateral 2016**

## **Future of Regulation**

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# Three Topics

- What might the electricity industry look like and how might regulators and governments have to respond?
- How can we engage the industry and other stakeholders in a dialogue about the future of regulation?
- How might social media affect public engagement in regulatory issues?

# Electricity Industry

- Evolution
  - Competitive retail/generation
  - Distributed generation / transmission bypass
  - Net metering / local distribution systems
  - Disconnecting from the system
  - System of the future
  - Aggregators as competitors
- Regulatory response
  - Protect monopoly to protect companies and consumers?
  - Allow competition but continue regulating?
    - Experience in transportation
  - Anti-trust issues and regulatory bargain

# Engagement

- Timing
  - Is the industry ready for a discussion about the future of regulation?
  - Is government ready? (still assume monopoly)
  - Are public interest groups ready?
  - Who leads the discussions? Government or private interests? e.g., manufacturers, research institutes, academia?
- Industry in Canada asking for private discussions
  - 2008/9 carbon dialogue in Canada
  - Blank slate approach to looking at the future

# Social media

- How to use to monitor and address issues as they arise
- As deregulation begins, monitor to address misconceptions and monitor hot spots in industry performance
- Complaints resolution process
  - CCTS in Canada communicates through social media presence