

Challenges Coast to Coast: Consumers, Convergence, and Change

In addition to FPSC Commissioner and NARUC President Lisa Edgar's talks on industry convergence, NARUC's Annual Meeting (November 8-11 in Austin, Texas) featured panels and speakers on a variety of critical issues facing the electric, water, and telecommunications industries.



As Vice Chair of NARUC's Committee on Water, FPSC Chairman Art Graham led a discussion on *Leveraging Technology for Customer Engagement*, addressing the needs and benefits of building the customer experience and leveraging data analytics for utility operations.

FPSC Commissioner Ronald Brisé, a member of NARUC's Committee on Telecommunications, engaged attendees in *Protecting Consumers, Public Safety, and Competition during the IP Technology Transition*. Replacing copper with wire and other industry transitions raise serious issues for consumers, businesses, carriers, and public safety. The discussion focused on the states' role, potential federal legislation, and requirements for a robust 911 network.

