



2018 | New Zealand

DOWNSTREAM

13-14 March 2018 | SKYCITY Convention Centre, Auckland



**DOWNSTREAM
STRATEGIC
SUMMIT**



**DOWNSTREAM
TECHNOLOGY
CONFERENCE**



**DOWNSTREAM
CUSTOMER
CONFERENCE**

A world of energy opportunity

www.nzdownstream.co.nz



DIAMOND SPONSOR

Gentrack

CUSTOMER CONFERENCE - PLATINUM SPONSOR



TECHNOLOGY CONFERENCE - PLATINUM SPONSOR



NETWORK MANAGERS' FORUM SPONSOR



FOUNDATION PARTNERS

TRANSPower



ENERGY NEWS
www.energynews.co.nz



NZ Downstream brings together the entire industry to discuss trends, opportunities and the latest developments. In addition to the main Strategic Summit, the **2018 format includes two additional events** on Day Two focusing on the biggest topics impacting the energy sector: **technology** and the **customer**.



DOWNSTREAM STRATEGIC SUMMIT

13-14 MARCH 2018

COVERING ISSUES ON:

- Transactive energy and P2P services
- Data, digitisation, analytics
- Regulated vs competitive markets
- Market design and price signals
- Delivering value from consumer level technology

NEW ZEALAND PERSPECTIVES AND OPINIONS:



**Fraser
Whineray**
Mercury



Nigel Barbour
Powerco



Dan Sadler
Northern Gas
Networks (UK)



Pip Hardy
Delta EE (UK)



Vic Crone
Callaghan
Innovation



**Nikki
Davies-Colley**
Northpower

This is a two-day annual strategic forum that is a must-attend for those in the energy sector. Hear from international thought leaders driving the energy evolution and those driving the strategy for New Zealand's new energy future. Network with peers and gather with the entire industry for an important discussion on how to leverage current trends and future developments to make the most of a world of energy opportunity.

FEATURING INTERNATIONAL INSIGHT:



DOWNSTREAM TECHNOLOGY CONFERENCE

14 MARCH 2018

FOCUSING ON:

- Co-creating the future energy sector with consumers
- Utilising IIoT, battery storage, solar
- Unlocking the keys to digital transformation

The New Zealand energy market is being transformed at a pace not seen before. Established utilities, disruptive start-ups, policy makers and consumers are all thinking about the impact of this tech-driven new age for energy supply and demand. The Downstream Technology Conference forecasts the impact of future technologies on the sector and the opportunities offered with current trends.

WITH INSIGHTS FROM:



**Shaun
Goldsbury**
Genesis Energy



Cobus Nel
Transpower



Eric Pellicer
Powerco



**Dame Diane
Robertson**
Data Futures
Partnership

8.30 Registration and coffee

9.00 Welcome from the Chair

John Hancock - *Director, Signature Consulting*

9.10 Ministerial Address

Hon Dr Megan Woods

Minister of Energy and Resources

9.30 Opening keynote: Creating a world-leading energy sector through innovation and data

Vic will take us through her recipe for creating a world-leading innovative energy sector, responding to this modern customer-focused business environment and the priority of democratic access to data.

Vic Crone - *Chief Executive, Callaghan Innovation*

10.10 International keynote: What's really coming at us - the distributed, democratic, flexible energy market



Hear the latest developments from Europe which will materially affect the New Zealand energy sector, with a focus on flexibility markets, energy storage trends and the latest behind the meter technologies that are being rolled out to consumers.

Dr. Philippa Hardy - *Senior Analyst, Delta-EE (UK)*

10.50 Morning break

11.20 Leaders' panel: A world of energy opportunity

Complexity and change makes for interesting times, so how do we (as a sector) make the most of this 'energy opportunity'.

Nigel Barbour - *Chief Executive, Powerco*

Neal Barclay - *Chief Executive, Meridian Energy*

Nikki Davies-Colley - *Director/Chair, Northpower*

Carl Hansen - *Chief Executive, Electricity Authority*

Steve O'Connor - *Chief Executive, Flick Electric Co*

Barbara Elliston - *Director, Counties Power*

SUPPORTED BY **Gentrack**

12.30 Lunch break

1.30 Roundtables - Session 1

2.15 Roundtables - Session 2

1.30 International insight: Gas in a decarbonised energy future - transforming the industry



A hydrogen gas grid could provide a long term solution to climate change allowing the world to trade clean and/or green energy. This could also represent a great opportunity for New Zealand.

Dan Sadler - *Head of Energy Futures, Programme Director (H21), Northern Gas Networks (UK)*

2.15 Emerging technology and grid impacts

How Transpower is shaping future planning decisions for the National Grid and System Operator service.

Stephen Jay - *General Manager Grid Development, Transpower*

John Clarke - *General Manager System Operations and Innovation, Transpower*

2.55 Finding value in the data you have and the data you have coming

What's the value in all this data, where can AI improve efficiency, and how can new digital experiences make the most of it.

John Ascroft - *Chief Innovation Officer, Jade Software*

3.30 Afternoon break

4.00 Panel: Achieving distribution pricing nirvana

John Rampton - *General Manager Market Design, Electricity Authority*

Graeme Peters - *Chief Executive, ENA*

Jenny Cameron - *Chief Executive, ERANZ*

Mike Hensen - *Senior Economist, NZIER*

Facilitator: Simon Coates - *Director, Concept Consulting*

4.50 Data, dinosaurs and a power-ful story

Alex Garkavenko thinks the world could learn a thing or two about smart cities from dinosaurs. At Dexibit, Alex and the team bring insight to the world's 75,000 museums by using artificial intelligence along with data from across the visitor experience to help museums manage for performance - by understanding what you saw, did, bought, ate, and even what the weather was doing outside. Alex takes a look at how data is helping to predict the future of our history, at the scale of the individual, the institution and the urban, drawing insightful parallels on how big data can brighten the power of New Zealand.

Alex Garkavenko - *Head of Product, Dexibit*

5.30 Summary remarks from the Chair

5.35 Downstream Networking Drinks

6.30 Downstream Gala Dinner

Join us for networking with a twist at the Downstream Gala Dinner. Enjoy a full three course dinner with casino-style networking to make the most of the night. With blackjack, roulette and drinks, this will sure to be a 'full house'.



**DOWNSTREAM
GALA DINNER**

7.00	Registration and coffee	12.20	Lunch break
8.15	Welcome back from the Chair Toby Stevenson - <i>Director, Sapere Research Group</i>	1.20	Asset management and energy infrastructure investment Paul Mitchell - <i>Chief Adviser, Commerce Commission</i>
8.15	Political address: New policies to support energy Hon James Shaw - <i>Minister for Climate Change</i>	2.00	Meeting our carbon targets - easy wins, tough asks and big potential Meeting targets that result in a transformation of New Zealand's energy-using economy - particularly transport, electricity generation, and industrial process heat. Simon Coates - <i>Director, Concept Consulting</i>
8.50	Getting the electricity sector to very low emissions by 2050 The Productivity Commission have asked the question of how New Zealand might transition to a very low emission electricity sector by 2050. This work similarly addresses the implications for achieving 100% renewable electricity generation (including geothermal) in a normal hydrological year by 2035. The findings of a study addressing these questions will be announced here and this session will answer the following important questions: <ul style="list-style-type: none"> • What would the generation mix look like? • What is the role of consumers in making this transition? • What are the potential costs in making this transition? • How is security of supply maintained? • What are the regulatory implications of prioritising a very low emissions or the 100% renewable target? Dr Stephen Batstone - <i>Director, Sapere Research Group</i> Toby Stevenson - <i>Director, Sapere Research Group</i>	2.35	New skills and a new breed of energy professional Research on how the main engineering, technology and customer-focused disciplines are changing and what new skills are required. <i>Representative from the Young Energy Professionals Network</i>
9.35	Our energy future - a regional template for a NZ strategy Andrew Clennett - <i>CEO, Hiringa Energy</i>	3.10	Afternoon break
10.10	Morning break	3.40	Keynote address: CEO insight - Energy sector 2030 The sector needs to acknowledge the huge potential value of our world-class system. To benefit from both an industry and customer perspective it needs to start thinking more about what needs to change or where we need to be in order to maximise the opportunities. What will a 'utility' look like in 2030, and beyond that, what does the energy 'system' look like. If we take a view of what an 'optimal' sector looks like in 2030, what needs to change or happen over the next 12 years to get us there? Fraser Whineray - <i>Chief Executive, Mercury</i> Rob Jamieson - <i>Chief Executive, Orion</i>
10.40	WorkSafe address: Health and safety for the energy sector The journey toward a best practice safe industry and the future aims of WorkSafe within the energy sector. Phil Parkes - <i>Chief Operating Officer, Worksafe</i>	4.25	The future of the energy sector: Innovation, information and industry insight For our final session, we bring together the leaders from the Network Managers' Forum, Strategic Summit, Technology and Customer Conferences to give an overview of the key themes across the energy sector and their predictions for the future of the industry. Eric Pellicer - <i>Network Transformation Manager, Powerco</i> Toby Stevenson - <i>Director, Sapere Research Group</i> John Perez - <i>Group Manager Omnichannel and UX, Genesis Energy</i> Erik Westergaard - <i>Senior Consultant, Advisian</i> Facilitator: John Hancock - <i>Director, Signature Consulting</i>
11.20	Panel discussion: The opportunity for EVs and the imperative to collaborate Current initiatives and future plans to support the uptake of EVs and integrate them into a new energy future. Mark Gilbert - <i>Chairman, Drive Electric</i> Nick Robilliard - <i>Procurement & Property Manager, Meridian Energy</i> Steve West - <i>Managing Director, ChargeNet</i> David Freeman-Greene - <i>GM Commercial, Orion Group</i> Facilitator: Nigel Broomhall - <i>Chief Executive, Chargemaster</i>	5.00	Closing remarks from the Chair and end of conference

“Technology by itself is not a game changer, but an enabler for consumers and the industry to revolutionise the game. We live in exciting times for our industry where innovation is happening all around us. The Technology Conference at NZ Downstream is the place to be to plug into this innovation, be part of the debate and collaborate with your colleagues on how to enable the revolution for your own organisation.”

Eric Pellicer, Chair - Downstream Technology Conference

8.00	Registration and coffee	11.40	Panel: The energy technology innovation journey Our panel will discuss their recent experience in developing and delivering innovative energy technology solutions in NZ. Jason Baker - Co-founder, Amplii Stu Innes - Director, emhTrade Facilitator: Brett Holland - Head of Acceleration, Creative HQ
8.30	Welcome from the Chair Eric Pellicer - Network Transformation Manager, Powerco	12.10	Safeguarding innovation - cyber security and its importance for IIoT technologies Mirel Sehic - Digital Operations, ICT and Cyber Security Leader - Asia Pacific, Honeywell
8.35	Our uncertain energy future - changing the face of downstream The future applications of technology in the downstream space with its impact on assets, dynamic networks and new consumer opportunities. Jamie Silk - Specialist Advisor, Advisian	12.20	Lunch break
9.05	Joined up thinking - solar, batteries, collaboration, spot pricing and customer behaviour A distributed energy resources trial between Wellington Electricity, Contact Energy and Wellington City Council with very interesting lessons. Ray Hardy - Network Manager, Wellington Electricity Todd Spencer - Commercial Manager, Contact Energy	1.20	Developing a data model to maximise opportunity Embracing the data future and making sense of the digital era. Dame Diane Robertson - Former Chair, Data Futures Partnership
9.35	Utilising the opportunity of IIoT in the energy sector Applications of IIoT in the provision of electricity and the imperative to collaborate to maximise this opportunity. Dr Thahirah Jalal - Asset Intelligence Specialist, Unison Networks	2.00	Exploring the benefits of grid level storage The 250kW battery storage trial at Tuakau substation being run by Genesis Energy and Counties Power is interesting from a range of perspectives, including co-ordination of operation, delivery of savings to customers and sector collaboration. Shaun Goldsbury - Wholesale Manager, Genesis Energy Andrew Toop - GM Commercial, Counties Power
10.10	Morning break	2.35	Cyber security and the national grid How can the energy industry best protect its critical systems? Developing joint standards and innovative partnerships to build a cross-industry response to cyber-threats. What role do you play? Cobus Nel - General Manager IST, Transpower Richard Tims - Group Manager Cyber Security and Privacy, Vector Peter Booth - ICT Risk and Security Manager, Contact Energy
10.40	 Digital transformation in the industrial world and the benefits of data science and cloud-based platforms With recent case studies and experience that include strengthening the electrical grid for half a billion people in India, Steven will present on developing end-to-end software and cloud solutions to help digitisation efforts. Steve Martin - Vice President & Chief Digital Officer, GE Power	3.05	Closing remarks from the Chair
11.20	The digital energy hub Significant opportunities exist for New Zealand businesses from five digital technologies - artificial intelligence, big data, blockchain, cloud analytics and the Internet of Things. James Muir , Business Innovation Advisor - Energy & Environment, Callaghan Innovation	3.10	Afternoon break
		3.40	Return to main plenary for closing session: The future of the energy sector: Innovation, information and industry insight

PLATINUM SPONSOR



CallaghanInnovation
BUSINESS TECHNOLOGY SUCCESS

GOLD SPONSORS



Honeywell
THE POWER OF CONNECTED

"The age of the customer means that companies must grow in their ability to understand the needs of their customers, and turn this understanding into meaningful experiences that deliver true value to the customer. Putting the customer at the heart of everything we do requires a disciplined approach to discover, design, deliver and adapt to the changing needs of the customer in the digital age. Come and learn about the emerging practices that leaders in energy, financial services and other parallel industries are adopting to meet the challenge of delivering value in the age of the customer."

John Perez, Chair - Downstream Customer Conference

8.00 Registration and coffee

8.30 Welcome from the Chair

John Perez - Group Manager Omnichannel and UX, Genesis

8.35 The value of CX quantified - why you need to invest in the customer



Proving ROI on customer experience can be difficult - initial outlays can be expensive and returns can take years to be fully realised. So how you can prove the value of investing in your customers?

Peter Kriss - Lead Research Scientist, Medallia

9.05 Leading digital transformation - winning customers in the era of digital engagement

Mercury's digital transformation with a focus on delivering the best imaginable customer experience.

Roxanne Salton - Head of Digital Strategy & Delivery, Mercury

9.35 Panel discussion: Winning the hearts and minds of customers - delivering exceptional customer experience

The leaders in customer experience discuss what good customer experience looks like and how to deliver an innovative and exceptional journey to delight your customer.

Michael Pryor - Customer & Marketing Campaign Manager, Contact Energy

Jessica Venning-Bryan - Brand Manager, Flick Electric

Fiona Smith - GM Customer Operations, Trustpower

Facilitator: David Blakers - Managing Director, MaritzCX APAC

10.10 Morning break

10.40 The real game changer



The real game changer for the energy industry isn't a fuel source or grid hardware or a network architecture or a policy initiative. It's a carbon-based, carbon-emitting life form: the customer... and specifically an IoT-enabled customer. Why and how analytics are uniquely positioned to provide game changing capabilities for utility marketers.

Tim Fairchild - Director, Global Communications and Energy Practice, SAS

11.20 Amaze, bless, surprise, delight: Customer journey mapping for compelling service

Customer journey mapping delivers greater value to the customer that can transform your customer service from satisfactory to amazing.

Jason Borowicz - Customer Centric Improvement Lead, Auckland Council

11.50 The 'new normal': data-driven marketing for an increasingly competitive market

How automated marketing can enable agility in your marketing strategy and the opportunity to influence the behaviour of consumers.

Oliver Lynch - Head of Customer Experience - Brand and Marketing, Westpac

12.20 Lunch break

1.20 Panel discussion: Utilising technology to deliver value to your consumer

Uncover the needs and wants of your customer when it comes to data and technology. How can you deliver a bespoke experience utilising current and future technologies?

David Goadby - Founder and Chief Executive, energyclubnz

Yogesh Chand - General Manager Customer Engagement, Pulse Energy Alliance

Dean Gowans - Chief Executive, Good Measure

Facilitator: Vaughan Rivett - Digital Futurist, Gentrack

2.00 Emerging channels of customer engagement - leading strategies for digital communication

New opportunities for customer engagement and how to leverage these channels for winning communication.

2.35 Brand preference - An irrational approach

In the current competitive climate, trust and brand loyalty are essential and the new frontier for winning customer engagement.

David Thomason - Chief Strategist, FCB

3.05 Closing remarks from the Chair

3.10 Afternoon break

3.40 Return to main plenary for closing session:

The future of the energy sector: Innovation, information and industry insight

PLATINUM SPONSOR



GOLD SPONSOR





DOWNSTREAM CUSTOMER CONFERENCE

14 MARCH 2018

FOCUSING ON:

- Quantifying the value of exceptional experiences
- Putting customers at the heart of your organisation
- Customer journey mapping
- Marketing automation and data driven insights

The Downstream Customer Conference will help you remain relevant in an increasingly competitive market place. Learn how to make the most of your customer's journey and deliver exceptional customer service that will put your brand at the forefront of the customer's mind.

WITH INSIGHTS FROM:



Peter Kriss
Medallia (USA)



John Perez
Genesis Energy



Roxanne Salton
Mercury Energy



David Thomason
FCB

WHO WILL ATTEND?

- COOs
- GM Retail
- CMOs & Marketing Managers
- Customer Experience Managers
- Transformation Managers
- Digital Managers
- Product Managers
- Customer Technology Managers
- CIOs
- CDOs
- Operations & Service Managers



NETWORK

MANAGERS' FORUM 12 MARCH 2018

This exclusive invite-only event is offered to all network staff involved with managing, designing, operating and building New Zealand's transmission and distribution systems.

Sponsored by  **Nexans**
BRINGS ENERGY TO LIFE

Supported by  **ena**



DOWNSTREAM GALA DINNER

13 MARCH 2018

The 2018 Downstream Gala Dinner will feature a three-course dinner followed by a casino-themed evening of entertainment and networking.

Reserve your place now for what is sure to be a 'full house'. Corporate tables of ten can be booked.

TICKET OPTIONS

**DOWNSTREAM
ALL ACCESS PASS**
FROM \$1,990

Attend any of the Downstream events
across 13-14 March

(Includes: Downstream Strategic Summit, Downstream Customer Conference and Downstream Technology Conference. Excludes: Downstream Gala Dinner)

**DOWNSTREAM
TECHNOLOGY CONFERENCE PASS**
FROM \$1490

**DOWNSTREAM
CUSTOMER CONFERENCE PASS**
FROM \$1490

DIAMOND SPONSOR

GentrackCUSTOMER CONFERENCE -
PLATINUM SPONSORTECHNOLOGY CONFERENCE -
PLATINUM SPONSOR

NETWORK MANAGERS' FORUM SPONSOR



GOLD SPONSOR

JadeTECHNOLOGY CONFERENCE -
GOLD SPONSORS

CallaghanInnovation

**Honeywell**
THE POWER OF CONNECTEDCUSTOMER CONFERENCE -
GOLD SPONSORBREAKFAST SPONSOR
DAY 1BREAKFAST SPONSOR
DAY 2Official
Distributor

ROUNDTABLE SPONSOR

S&C ELECTRIC COMPANY
Excellence Through Innovation

EXHIBITORS



SUPPORTING ORGANISATIONS

**SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

Downstream provides organisations with the perfect branding and networking opportunity to enhance your brand and connect with your audience. Contact Conferenz or Freeman Media to receive a prospectus and discuss options to suit your budget and strategy.

Dominic Duncan - dominic@conferenz.co.nz or Kristina Pegg - kristina.pegg@freemanmedia.co.nz

REGISTRATION DETAILSwww.nzdownstream.co.nz

09 912 3616

2018 NZ Downstream Event	Register & pay before 5pm 8 December 2017	Register & pay after 5pm 8 December 2017
Downstream ALL ACCESS PASS* + GALA DINNER	\$2200 + GST PER PERSON SAVE \$200	\$2400 + GST PER PERSON
Downstream ALL ACCESS PASS* <small>*Includes access to the Strategic Summit, Technology and Customer Conferences.</small>	\$1990 + GST PER PERSON SAVE \$200	\$2190 + GST PER PERSON
Downstream CUSTOMER CONFERENCE	\$1490 + GST PER PERSON SAVE \$200	\$1690 + GST PER PERSON
Downstream TECHNOLOGY CONFERENCE	\$1490 + GST PER PERSON SAVE \$200	\$1690 + GST PER PERSON
Downstream GALA DINNER ONLY	\$210 + GST PER PERSON	\$210 + GST PER PERSON
Dinner - Table for 10	\$2100 + GST PER TABLE	\$2100 + GST PER TABLE

Agenda Updates: IEC Ltd reserves the right to make any amendments deemed to be in the best interest of the conference.
Agenda is correct at time of printing, please check online for any updates. Please see website for full details and cancellation policy.

CL050 Code: ABCDEFGHIJKLMNOPQRSTUVWXYZ

Copyright © 2017 IEC Ltd

Register now at www.nzdownstream.co.nz