



2019 | New Zealand

# DOWNSTREAM

5-6 March 2019 | SKYCITY Convention Centre, Auckland



**DOWNSTREAM  
STRATEGIC  
SUMMIT**



**DOWNSTREAM  
TECHNOLOGY  
CONFERENCE**



**DOWNSTREAM  
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CONFERENCE**

*The future of energy - the future of an energy business*

Global insight · Open networks · Price review · 100% renewable  
Energy productivity · Future for gas · Energy options · Regulatory change



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**DOWNSTREAM  
TECHNOLOGY  
CONFERENCE**

**6 March 2019**

WITH INSIGHTS FROM:



**CRAIG EVANS**, Electricity Authority  
**JUSTIN HARDING**, AusNet Services  
**STEVEN NEAVE**, CitiPower, Powercor

- Microgrid applications for the New Zealand context
- Digital transformation in traditional utility businesses
- Harnessing grid-EV opportunities
- Regulatory support of tech-based market change

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**DOWNSTREAM  
CUSTOMER  
CONFERENCE**

**6 March 2019**

WITH INSIGHTS FROM:



**MATT BOLTON**, Contact Energy  
**MATTHEW OGIER**, Powerco  
**JULIA JACK**, Mercury

- Customer behaviour analysis and insights
- Latest demographic and social trends
- Getting the customer's attention
- Building trust and loyalty

**DOWNSTREAM  
ALL ACCESS PASS FROM \$2090**

*Attend any of the Downstream  
events across 5-6 March 2019*

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

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FROM \$1490**

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## DOWNSTREAM is the leading strategic event for the New Zealand energy sector.

It brings together the entire industry to discuss emerging customer trends, future energy options, commercial opportunities and the latest regulatory and technology developments affecting the future of the New Zealand energy sector.



4 March 2019

*This forum is complimentary for network staff attending Downstream.*

- Human resource trends for networks
- Demand response and voltage management
- Peak demand and right-sizing investment



5-6 March 2019

INTERNATIONAL & LOCAL LEADERS:



HON JAMES SHAW, Minister for Climate Change  
PAUL JORDAN, UK Energy Systems Catapult  
ALISON ANDREW, Transpower

The main strategic forum that is a must-attend for those wanting to understand how to respond to current trends and develop future plans that make the most of a world of energy opportunity.

**KEY 2019 THEMES INCLUDE:**

- Future energy options and security
- Distributed energy resources and open networks
- Regulatory response and change
- Competitive market developments
- Changing customer engagement models
- Community and peer to peer power
- Leveraging digital transformation, data & analytics



*Corporate tables of ten can be booked providing the perfect setting to host*



5 March 2019

The 2019 Downstream Dinner will feature a three course dinner followed by an evening of networking and entertainment.

*With special guest  
Hon Dr Megan Woods*



8.00 Registration and coffee

9.00 **Welcome from the Chair**  
**Mike Underhill** - Director, Electra & Network Waitaki

9.10 **Opening keynote: Preparing for the future world of energy**  
The UK Energy Systems Catapult is supporting British innovators to unleash opportunities from the global energy transition. They will share their insights on the needs of the future energy system and how to help innovators overcome the challenges of the future world of energy.

- Systems engineering and integration
- Exploring new consumer centered commercial models and market mechanisms
- Horizon scanning across the energy landscape

**Paul Jordan** - Business Leader, Innovator Support & International, UK Energy Systems Catapult

10.00 **The analysts' perspective: Trends, developments and the way forward for the new energy future**  
Insight into the changing global dynamics that are impacting the future energy system with the latest trends to keep you up to date. Exploring; global trends in decarbonisation, renewable energy, improvements in batteries and storage and customer-centric strategies to support energy system decentralisation.

**Leonard Quong** - Head of Economics & Policy - Asia Pacific, Bloomberg New Energy Finance

10.50 Morning break

11.20 **Leaders' panel: Opportunities in the evolving energy environment**  
Since Downstream 2018 we have had a pricing review, zero carbon bill and increased acquisition activity amongst many other significant energy market developments. This panel will address:

- The effects of the Electricity Price Review
- Decarbonisation options
- Changing energy mix over the mid-term.
- Improving New Zealand's energy productivity
- Customer level energy options
- The unintended consequences to avoid

**Dennis Barnes** - Chief Executive, Contact Energy

**Nick Russ**, General Manager - Regulation, Commerce Commission

**Judy Nicholl** - Chief Executive, Counties Power

**Vince Hawksworth** - Chief Executive, Trustpower

**Greg Skelton** - Chief Executive, Wellington Electricity

**Lana Stockman** - Board member, Electricity Authority

**Facilitator: Sheridan Broadbent**, Director, Transpower

12.30 Lunch

Roundtables at 1.30, 2.10 and 2.50, covering; critical communications, high risk environments, distributed energy, asset inspection and network resilience. See website for full details.

1.30 **Reactive or proactive regulatory change for the market?**  
Where do you focus attention with a number of hot topics such as transmission pricing, distribution pricing and the Electricity Price Review?  
**James Stevenson-Wallace** - Chief Executive, Electricity Authority

2.10 **Open energy networks and an enabling technology platform**  
Distribution network system co-ordination is an increasingly hot topic.  
**Sarah Paparo** - Senior Consultant, Marchmont Hill Consulting

2.50 **DSO: The practical challenge of balancing the two-way distribution network**  
From a network operations perspective, Wellington Electricity will provide some practical insights including what UK Power Networks is doing and from recent trials in its own network.  
**Ray Hardy** - General Manager Asset Management, Wellington Electricity  
**Geoff Thorburn** - Network Control Manager, Wellington Electricity

3.30 Afternoon break

4.00 **Priorities and direction for the gas industry co-regulator**  
There have been tectonic developments in the gas industry from a market, operational and political perspective over the last year. The new Chief Executive will provide insight on key developments for the co-regulator.  
**Andrew Knight** - Chief Executive, Gas Industry Company

4.30 **Transforming business**  
Finding the solutions to tomorrow's challenges. Realising New Zealand's sustainable energy future will require new and novel ideas from a diverse and capable workforce and transforming operations.  
**Alison Andrew** - Chief Executive, Transpower

5.00 **Fully prepared for the Future of Work?**  
As the technology curve accelerates and you strive to realise the potential of big data, RPA, and AI, is your business ready to embrace a different way of working for a very different future?  
**Dr Claire Barber** - Chief Digital Officer, Spark

5.30 Summary remarks from the Chair

5.35 **DOWNSTREAM NETWORKING DRINKS**

6.30 **DOWNSTREAM DINNER**  
Special guest: **Hon Dr Megan Woods** Minister of Energy and Resources

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**8.00 Coffee**

**8.30 Welcome back from the Chair**

**Jen Nolan** - Director External Relations, New Zealand's Aluminum Smelter

**8.35 Ministerial Address: The Climate Change Commission, more renewable generation and decarbonising New Zealand**

**Hon James Shaw** - Minister for Climate Change

**9.00 New Zealand's gas sector in 2050?**

Analysis of the medium to long-term outlook for the New Zealand gas sector, particularly in the context of New Zealand and international decarbonisation.

- Where does gas fit in a low carbon future?
- Is peaking gas-fired generation a complement to increased variable renewables?
- Will gas continue to be a cost-effective energy fuel?
- Is carbon leakage to overseas producers an issue for NZ's major gas-consuming sectors?
- Does NZ have sufficient gas to meet future demand?

**Simon Coates** - Director, Concept Consulting

**9.30 MAJOR GAS USERS PANEL - EXECUTIVE VIEW**

**Major gas users panel: Executive view**

As well as consuming vast amounts of energy, these organisations are key energy market participants who watch sector progress very closely. How much of a concern is 'energy' from our biggest customers perspective, including:

- Recent energy market performance and impact on confidence
- Ability to manage risk around price and security of supply and outlook for future supply
- Information disclosure and responding to market events
- Key energy improvements which support their business going forward

**Jason Dale** - Chief Financial Officer, NZ Steel

**Mike Fuge** - Chief Executive, Refining NZ

**Tony Oosten** - Energy Manager, Fonterra

**Terry Skiffington** - Chief Operating Officer, Oji Fibre Solutions

**10.20 Morning break**

**10.50 The threat to New Zealand's national security**

The NCPO's remit includes cyber resilience, cyber capability and cybercrime.

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Following the energy sector's digital revolution all leaders need to take responsibility.

**Paul Ash** - Director, National Cyber Policy Office, Department of the Prime Minister and Cabinet

**11.20 Making the most of New Zealand's energy options**

Using our energy wealth for the best outcomes, both nationally and globally.

- Energy decisions and opportunities ahead
- Exporting low carbon energy
- Our role in the global energy challenge
- Energy options for industry
- Lower carbon energy technologies

**Kate Bromfield** - Chair, Net-Zero Emissions Committee, PEPANZ

**Phil Gibson** - General Manager Hydro & Wholesale, Mercury

**Paul Goodeve** - Chief Executive, First Gas

**Stew Hamilton** - Chief Executive and Site GM, New Zealand's Aluminium Smelter

**Neil Holdom** - Mayor, New Plymouth District Council

**Gareth Hughes** - Energy and Resources

Spokesperson, Green Party

**Facilitator: John Kidd**, Director, Sector and Equity Research, Woodward Partners

**12.20 Lunch**

**1.20 Innovating for future dry year risk**

You can't talk about New Zealand's electricity system without robust discussion of dry year risk. Huntly Power Station is currently central to dry year support and Genesis has been thinking about how this can be provided in a more renewable market.

- How do we maintain security of supply as the market becomes more renewable?
- How quickly can New Zealand get to 90, 95 and 100 percent renewable?
- What technologies are on the horizon to provide deep energy storage?

**Tracey Hickman** - Executive General Manager of Generation and Wholesale, Genesis Energy  
**Shaun Goldsbury** - General Manager Wholesale, Genesis Energy

**2.00 The BEC2060 New Zealand energy futures**

Over 50 organisations have helped shape this look into the future. With outputs your shareholders will want to see, the presentation might fundamentally change your business plan.

**John Carnegie** - Executive Director, BusinessNZ Energy Council

**2.40 International insight - meeting community expectations**

How do we ensure that we 'collectively' as a sector are doing right by our communities, especially in the world of 'new energy'? The Energy Charter, is an innovative whole-of-sector initiative that brought together energy industry CEOs from across the supply chain to develop a common vision and set of commitments for the industry so as to deliver better outcomes for all.

**Sabiene Heindl** - Director, The Energy Charter

**3.20 Afternoon break**

**3.50 Smarter marketing - delivering on customer experience through tech application**

- Working with platforms such as Facebook and Google - how to create customer centricity and develop online presence
- Understanding how emerging tech and AI can be used to deliver CX
- Current applications - what's possible now that won't disrupt your existing platforms: integrating tools into your customer strategy

**Steve Dimakis** - Group Media Partner, Strategy Media

**4.25 The future of energy - gradually and then suddenly**

With the influx of new technology, an energy revolution is on the horizon, which will have winners and losers. Based on 20 years of experience in telco, IT and digital media and his time as Chief Customer Officer at Vector, Rod Snodgrass gives insight into what's ahead, the importance of investing in innovation, new business models and the customer experience.

**Rod Snodgrass** - Director, The Exponential Agency

**4.55 Closing remarks from the Chair and end of conference**

**8.00 Registration and coffee**

**8.55 Welcome back from the Chair**  
**John Hancock** - *Director, Signature Consulting*

**9.00 International keynote: Learning from microgrid applications in Australia**  
Contextualising a project to develop a 100% renewable microgrid with a cloud interface. Utilising microgrid developments to support the network and applications for resilience. Leveraging technology to support the growth of microgrid technology.  
**Justin Harding** - *Distributed Energy & Innovation Manager, AusNet Services*

**9.35 Leveraging the cloud to enable next generation utilities**  
Innovating at speed to deliver great customer experiences is more important than ever before. This session explores how you can leverage cloud technologies as a key enabler of innovating your customer service experience.  
**Colin Bowern** - *Gentrack, Head of Product*

**10.10 Morning break**

**10.40 The EV opportunity - managing the impacts and harnessing grid opportunities**  
If we can get enough EV's to New Zealand there seems to be the demand for them, but is our infrastructure ready to support them?  

- The latest research on grid impacts and implications for vehicle-to-grid infrastructure
- Developing strategies to minimise peak demand issues in the network
- Becoming leaders in the EVolution - supporting collaboration and opportunities to promote EV uptake

**Nicolas Vessiot** - *Network Transformation Manager, Powerco*

**11.20 Quickfire: Applying emerging tech to drive the future of energy**  
Four thought-provoking presentations highlight practical examples of how new technology is creating solutions to enhance the energy sector

**12.20 Lunch break**

**1.20 "Data is the new oil"? - Delving into the infinite resource of data and its ethical applications**  

- GDPR and its regulatory and legal implications
- Developing a shared data platform
- Data-enabled decision making

**Hayley Miller** - *Partner, Kensington Swan*

**2.00 Regulatory support of technology-based market change**  
New Zealand's electricity market design and regulation should promote participation and support technology-based innovation which benefits the customer. This session will cover some of the key regulatory challenges (and possible solutions)  
**Craig Evans** - *Manager Retail and Network Markets, Electricity Authority*

**2.35 Closing remarks from the Chair**

**2.40 Return to main Strategic Summit for closing session**

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**8.00 Registration and coffee**

**8.55 Welcome from the Chair**

**Fiona Smith** - GM Customer Operations, Trustpower  
(Women in Energy Award winner 2018)

**9.00 International keynote: Delivering on the expectation of premium customer experience**

- Providing an exceptional customer experience – hallmarks of successful long-term CX strategies
- Defining the “who” and “why” rather than just the “how” – turning your strategy into more than just a roadmap
- Essentials for delivering a premium experience – getting the basics right with people, process and technology

**Charles Weiser** - Head of Customer Experience – Digital Consumer Group, Optus

**9.35 The changing wants, needs and opinions of your customers**

With customers more connected than ever, attitudes and behaviour can shift rapidly. Key areas for the New Zealand energy sector include:

- The biggest socio-economic trends
- Attitudes towards technology, EVs and low carbon transport
- Shifting positions on climate change and other social issues

**David Talbot** - Executive Director, UMR Research

**10.10 Morning break**

**10.40 Panel: Driving competitive advantage through exceptional customer experience**

- Carving out competitive advantage in an overcrowded retail market
- Harnessing real-time analytics to deliver greater customer value
- Beyond “turning on the light” – understanding how to connect your customer’s hearts and keep them engaged
- Reducing churn and increasing value without breaking the bank

**Brendan Smith** - Digital Customer Journey Manager - Digital Transformation, Contact Energy  
**Matthew Ogier** - Customer Experience Manager, Powerco

**11.40 Mercury Case Study: Driving the customer engagement journey| Mercury App**

Creating loyalty and reward programmes such as Mercury dollars, to deliver better transactions with customers. Assessing the Mercury app journey – where are they now and what lies ahead?

**Julia Jack** - Chief Marketing Officer, Mercury

**12.20 Closing remarks from the Chair**

**1.20 Join Strategic Summit or Technology Conference for afternoon sessions**

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2019 NZ Downstream Event	Register & pay <b>before 5pm</b> 14 DECEMBER 2018	Register & pay <b>after 5pm</b> 14 DECEMBER 2018
<b>Downstream ALL ACCESS PASS* + GALA DINNER</b>	<b>\$2300 + GST PER PERSON</b> SAVE \$300	<b>\$2600 + GST PER PERSON</b>
<b>Downstream ALL ACCESS PASS*</b> <small>*Includes access to the Strategic Summit, Technology and Customer Conferences.</small>	<b>\$2090 + GST PER PERSON</b> SAVE \$300	<b>\$2390 + GST PER PERSON</b>
<b>Downstream CUSTOMER CONFERENCE</b>	<b>\$1490 + GST PER PERSON</b> SAVE \$200	<b>\$1690 + GST PER PERSON</b>
<b>Downstream TECHNOLOGY CONFERENCE</b>	<b>\$1490 + GST PER PERSON</b> SAVE \$200	<b>\$1690 + GST PER PERSON</b>
<b>Downstream GALA DINNER ONLY</b>	<b>\$210 + GST PER PERSON</b>	<b>\$210 + GST PER PERSON</b>
<b>Dinner - Table for 10</b>	<b>\$2100 + GST PER TABLE</b>	<b>\$2100 + GST PER TABLE</b>

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- Send a substitute delegate in your place at no charge.
- Confirm your cancellation in writing (email or letter) at least ten working days prior to the event to be considered for a refund (minus a \$300+GST service charge per registrant). Regrettably, no refunds can be made for cancellations received after this date.

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