

The Association of Energy Engineers

Tarheel Chapter

www.aetarheel.org

March 2001

March Meeting

Title: Electric Utility Restructuring

Speaker: Dr. Stephen Johnston, Research Triangle Institute

Where: CP&L's Customer Service Center, Hammond Rd. (directions and map on next page)

When: Thursday, March 15, 6:00 p.m.

Our March meeting will be on a topic that has been in the news recently due to the electricity supply problems in California – Electric Utility Restructuring. Our speaker is an expert in this field. He serves on the commission that has been studying electric utility restructuring in North Carolina for several years and will share his insights on this issue both in North Carolina and across the country.

Dr. Johnston has a Ph.D. in Economics and a B.S. in Nuclear Engineering, both from North Carolina State University. He has been with RTI for 27 years, and specializes in energy and economic development studies. Dr. Johnston directs RTI's Public Utility Economics program, develops and leads projects in energy industry restructuring; energy pricing; assessments of new technologies and their market potential; and design and evaluation of energy efficiency, customer retention, green energy, and economic development programs. Dr. Johnston has conducted impact, market, and process evaluations for utility-sponsored energy-efficiency and pricing programs for residential, commercial, and industrial customers. He has developed experimental designs and applied engineering simulation models and statistical estimation techniques in impact evaluations using billing, load research, survey, and engineering data. Dr. Johnston has conducted market evaluations using innovative customer survey and behavioral research techniques. He has applied the results of these analyses in benefit-cost and profitability analyses. Dr. Johnston is a member of the Southern Economic Association, the International Association of Energy Economists, the Association of Energy Engineers, and the Institute of Electrical and Electronics Engineers. He co-authored the book *Electric Utility Load Management*, has published several articles, and has delivered several industry presentations.

From The President

This month we are going to be hosted by CP&L at their Customer Service Center on Hammond Rd. (see directions and map on next page). CP&L is going to give us a tour of the facility and provide dinner for us (free food!!). Then we will hear a timely talk from Dr. Stephen Johnston of Research Triangle Institute on electric utility restructuring in North Carolina and across the nation.

CP&L's Customer Service Center normally receives four million customer calls every year—an average of 11,000 calls a day. But, in the first hours of a major ice storm or hurricane, that number can jump dramatically. CP&L is now employing new state-of-the-art technology that enables them to take up to 50,000 calls per hour—virtually eliminating busy signals during major events.

Please join us for a fun and informational evening.

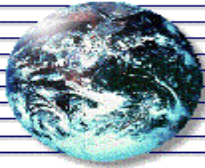
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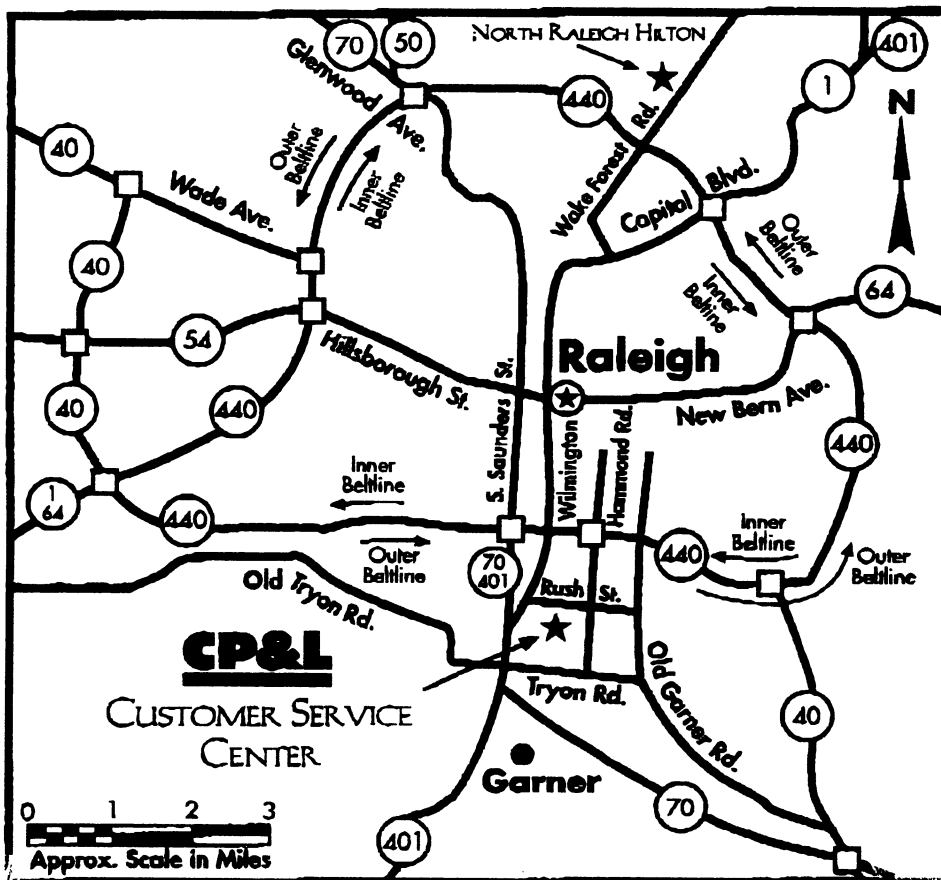
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Map to the March Meeting



DIRECTIONS TO CP&L CUSTOMER SERVICE CENTER (160 Rush Street • Raleigh)

From Durham area:

- Take I-40 East toward Raleigh
- Do not take Wade Avenue exits -- Remain on I-40 East (I-40 merges with I-440 in Raleigh)

From Raleigh Area:

- Take I-440 (the "Beltline") toward southeast Raleigh

All:

- Take the Hammond Rd. / Person St. Exit (Exit 299 -- between Rock Quarry Rd. Exit and S. Saunders St. Exit)
- Take the exit ramp (in a direction away from downtown Raleigh) onto Hammond Road
- Remain on Hammond Road for approximately 1 mile
- Turn right at first traffic light onto Rush Street
- Proceed approximately 0.1 mile and take a left into CP&L's Customer Service Center parking lot
- Enter through center lane and speak into yellow "call box" to give Security your name
- Proceed into the parking lot and enter the building through front door
- Sign in at security window