

# METERING SMART GRIDS

**CARIBBEAN**

**February 22 - 24, 2012  
The Hyatt, Miami**

**Show management:**

Spintelligent LLC

US Phone: 888 559 8017 US Fax: 413 487 6276

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[nicolaas.loretz@spintelligent.com](mailto:nicolaas.loretz@spintelligent.com)

[www.spintelligent.com](http://www.spintelligent.com)

**Manual  
Guidelines & Instructions  
for  
Speakers / Panelists / Moderators**

## CONTENTS

**Page numbers      Items**

3	Important deadlines
4	Important contact information / Venue
5	Dates and times
6	General information
7	Publishing of papers
8	Accommodation / travel
8	Registration information
8	Brochures / Panel discussions
9	Paper submissions: criteria and guidelines
10	References and bibliography
10	Presentation guidelines and criteria
11	Company background information
12	Cover page layout
13	Abstract layout
14	Biographical information layout
15	PowerPoint slide presentation layout
15	The oral presentation

<p><b>FORMS TO BE COMPLETED AND RETURNED TO SHOW MANAGEMENT</b></p>
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16	Speakers: audio-visual requirements
17	Participation and briefing response form

## IMPORTANT DEADLINES

The following information MUST be returned to the Metering and Smart Grids Caribbean 2012 management as indicated below:

### Speakers / chairmen / panelists and moderators:

Abstract (min 1 paragraph; max one A4 page) for inclusion in the conference proceedings	November 4 <sup>th</sup> , 2011
Photograph (JPG; high resolution)	November 4 <sup>th</sup> , 2011
Biographical information	November 4 <sup>th</sup> , 2011
Audio-visual equipment form	February 6 <sup>th</sup> , 2012
Copy of PowerPoint slides	February 6 <sup>th</sup> , 2012
Paper (optional)	February 6 <sup>th</sup> , 2012
Discussion themes for the panel sessions	February 6 <sup>th</sup> , 2012

We would prefer to receive your presentation by email. However, if you wish to send us a hard copy we require the following:

- 3 hard copies of your paper, including biographical information and company background information
- 2 disks (zip or CD in PC FORMAT) including biographical information and company background information

**Please be aware that February 6th, 2012 is a final deadline for paper / presentation submissions that will be included in the conference proceedings.  
Extensions cannot be granted!**

## IMPORTANT CONTACT INFORMATION

### ORGANIZERS:



US Phone: 888 559 8017

US Fax: 413 487 6276

Int'l Phone: +27 21 700 3500

### Contact people:

- Conference: Nicolaas Loretz, [nicolaas.lorenz@spintelligent.com](mailto:nicolaas.lorenz@spintelligent.com)
- Registration: Jimina Morris, [jimina.morris@spintelligent.com](mailto:jimina.morris@spintelligent.com)
- Sponsoring/Exhibiting: Ariel Clark [ariel.clark@spintelligent.com](mailto:ariel.clark@spintelligent.com)
- All papers to be returned to: Nicolaas Loretz, [nicolaas.lorenz@spintelligent.com](mailto:nicolaas.lorenz@spintelligent.com)

### VENUE:



Hyatt Regency Miami  
400 SE Second Avenue  
Miami FL  
33131-2197 US  
Tel: (305) 358 1234

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[www.meteringcaribbean.com](http://www.meteringcaribbean.com)

## DATES AND TIMES

Date	Display area	Registration	Conference	Workshops
February 21st, 2012	SET UP	TBA	N/A	N/A
February 22 <sup>nd</sup> , 2012	9am – 6pm	7am – 4.30pm	9am – 5pm	N/A
February 23 <sup>rd</sup> , 2012	9am – 5pm	7am – 4.30pm	9am – 5pm	
February 24 <sup>th</sup> , 2012	N/A	7am – 2pm	N/A	9:00AM – 5:00PM

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# GENERAL INFORMATION

## 1. Introduction

The 2<sup>nd</sup> event Smart Metering and Smart Grids event in the Caribbean offers delegates the chance to learn from real-life case studies from their peers from across the Caribbean. The program has been researched with organizations across the region and will include presentations on the business case & feasibility for AMI, consumer engagement, increasing energy efficiency, revenue protection, smart grids, distribution automation, demand side management, prepaid, renewable energy, meter standards, project finance and policy, Smart Home pilots, communications technologies as well as featuring product demonstrations.

Over 170 people from 18 different countries attended this unique event in 2010 and gained an unprecedented insight into the region's AMI strategy and this year's conference will build on the success of Spintelligent's Smart Energy East & West Coast Conferences over the last four years.

For more information visit our website: [www.meteringcaribbean.com](http://www.meteringcaribbean.com)

### Target audience:

**Professionals who fulfill AMI, smart metering, smart grid, T&D and customer management functions within electricity and water utilities, including:**

- Presidents / Vice presidents: customer service / operations / distribution
- CEOs, CIOs, CTOs
- AMR / AMI / Smart metering and metering project directors
- IT and MDM directors
- Revenue protection and assurance directors
- Energy service providers
- Billing, customer service, commercial, distribution, metering directors
- Information, energy, marketing directors
- Tariff directors
- Procurement directors
- Energy conservation directors
- Telecom operators, cell phone companies
- DSM officials within utilities Device & system architects
- Business system integrators, managers & designers
- Integrators, application & service providers
- Smart Grid business and policy advocates
- R&D / technology managers / planners
- Regulators
- Ministerial / Government representatives
- City engineers and directors
- Engineering / Public works directors
- Consultants to the utilities industry
- Business development directors
- Facilities directors
- Technical directors

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## 2. Subsequent publishing of papers\*

The official publication, Metering International, has the right to publish any of the papers presented at the conference. Papers should not be submitted to any other publications without Metering International's consent. Speakers who wish to have their papers published in the trade press or have reprints made for distribution should ensure that they retain a copy of the manuscript before sending the original to the Metering and Smart Grids Caribbean 2012 management.

Authors may have their papers included in the trade press and/or distribute reprints provided:

- Publication or distribution does not occur before the presentation at the Metering and Smart Grids Caribbean 2012 conference and exhibition.
- Mention is given to the Metering and Smart Grids Caribbean 2012 management in subsequent reprints.
- Permission has been obtained from Metering International magazine.

*\*optional*

### 3. Hotel accommodation / travel

Each speaker is responsible for making his/her own travel and hotel arrangements. Spintelligent & Metering and Smart Grids Caribbean 2012 has negotiated discounted rates at the venue.

**Hyatt Regency Miami**  
400 South East Second Avenue,  
Miami, Florida, USA 33131-2197  
Tel: +1 305 358 1234 Fax: +1 305 358 0529  
<http://www.miamiregency.hyatt.com>

For further information or queries which you may have at this stage, please contact: Jimina Morris at [jimina.morris@spintelligent.com](mailto:jimina.morris@spintelligent.com)

**US Phone:** 888 559 8017  
**US Fax:** 413 487 6276  
**Int'l Phone:** +27 21 700 3518  
**Int'l Fax:** +27 21 700 3501

### 4. Registration information

Each speaker is entitled to attend the 2 day conference free of charge. Registration includes admission to the conference sessions and vendor display area, conference documentation and lunch, coffee, tea and refreshments from February 22 – 23, 2012. Speakers do however need to register for the post event workshops (February 24<sup>th</sup>) and site visits.

**Discounts will be available should a speaker wish to invite a guest (colleague, customer or associate) to attend the event or walk around the exhibitors' display area. Please contact the organizers to for more information.**

### 5. Conference brochures

Please feel free to contact the Metering and Smart Grids Caribbean 2012 management if you need a copy of the conference brochure.

### 6. Panel discussion sessions

The moderator of the panel session will contact all the panelists before the event. He/she will outline the topics he/she believes should be aired during the panel session, and will invite panelists to suggest further topics. Individual panelists will be asked by the moderator to lead the discussion on the various topics selected. In order to secure audience participation during the discussion session, the moderator and panelists should identify delegates who have a particular interest in one or more of the topics to be discussed. These delegates should be approached before the session and asked if they are prepared to pose questions or air their views.

At the beginning of the discussion session the moderator will ask all panelists to introduce themselves. He/she will then introduce the discussion theme(s). The panelist/s who have prepared for a particular topic will be the first to give their opinions, followed by other panel members and members of the audience.

At the end of the discussion session the moderator will summarize the points that have arisen and close the discussion.

**Please contact the organizers if you require additional information or assistance.**

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# PAPER SUBMISSIONS: CRITERIA AND GUIDELINES

## 1. Guidelines for speakers

- The conference proceedings will be the point of reference for delegates during and after the event. They will be made available online, for delegates to print/access during the event, and will also be posted on [www.metering.com](http://www.metering.com) after the event.
- Speakers may choose to submit slides or a formal paper to be published in the proceedings (or both), but MUST include a short abstract with their presentations.
- **The slides submitted for the online conference proceedings should not differ from those to be used for the oral presentation.** In the event that data changes, speakers must ensure that the Metering and Smart Grids Caribbean 2012 management is made aware of ANY amendments. In the event that speakers choose to submit only a formal paper for the proceedings, they must also ensure that a copy of their slides is sent to the Metering and Smart Grids Caribbean 2012 by **February 6<sup>th</sup> 2012** for reference after the event.
- Although every effort will be made to ensure that the information in the conference proceedings is accurate, Metering and Smart Grids Caribbean 2012 management will not be held responsible for any omissions or incorrect information submitted.

The following outlines the format of the paper for inclusion in the online conference proceedings:

ITEM	REQUIREMENT
Font	Arial, 11 pts Headings should <b>not</b> be in CAPS and should not be larger than Arial 11 pts
Spacing:	1.5 cm
Margins:	Top, Bottom, Left and Right: 1 inch Header and Footer: 0.5 inches <b>NO PAGE NUMBERS ON SLIDES OR PAPER SUBMISSIONS!</b> Abstract : 1.5 spacing
Layout:	Letter, 8.5 x 11 inches
Documentation order for speakers:	Cover page → Abstract (500 words or one page) → Paper/slides → Biography → Company background information ( <b>no more than one page</b> )
Documentation order for panelists/moderators/chairmen:	Cover page → Discussion themes → Company background information ( <b>no more than one page</b> ) → Biography
Format :	Microsoft Word - extension.doc
Illustrations:	If an illustration is generated in Word using unusual fonts, please submit fonts with your document.
Number of pages for speakers:	No more than 20 pages (panelists need only submit their biographies and company background information for submission into the proceedings).
Language:	Spanish and English (US standard)
Paper / Slides:	<ul style="list-style-type: none"> <li>• Blank</li> <li>• NO company letterheads or logos!</li> <li>• Please submit papers in <b>black and white</b> and not colour.</li> </ul>
Diagrams:	The following are accepted and should preferably be in black and white: Microsoft Word documents, *.jpeg; *.bmp; *.PDF

**Participants unable to comply with the above are requested to contact the Metering and Smart Grids Caribbean 2012 management for assistance.**

## 2. References

Refer to references throughout the text by including the reference number in square brackets []. At the end of the text, provide a numerical list of references, listed sequentially as they appear in the article and typed in close spacing with a line space between each reference cited. [2]

### Example

- [1] Jones, X.Y.Z., Bloggs, D.A. and Doe, M.N.: "The Simulation of Some Ideas", Journal of Simulations, Vol. 4, No. 2, pp. 1260-1268, April 1989.
- [2] Bloggs, D.A.: "Regulating Non-Maskable Interrupts", Proceeding of the 29th International Conference on Problems at Work (Technical University, UK), Vol.2, pp. 333-336, September 1981.

## 3. Bibliography

A bibliography of related publications not specifically referred to in the article could also be included. The format used should be the same as that for references.

## 4. Presentation guidelines and criteria for the online conference proceedings

- Each speaker **MUST** submit a one page (maximum) abstract or overview of their presentation.
- **Papers/slides should not be sales-oriented: commercial presentations will not be accepted, and the organizers reserve the right to delete any commercial references.**
- **Papers/slides should not feature details such as company name or logo, and should not contain contact details.**
- **Papers/slides should not contain the brand names of any products (eg use the words "a smart-card prepayment system" rather than "Company X's smart-card prepayment system").**
- Papers/slides should reflect current or potential problems.
- Papers/slides should reflect new information or new developments.
- Papers/slides should not be too general; a specific viewpoint is preferred.
- Papers/slides should be written in Spanish or in English. Speakers who would like the organizers to cast an eye over submissions for grammar and spelling errors are requested to make contact with the Metering and Smart Grids Caribbean 2012 management.
- Papers should not have been presented at any other event, unless they contain new information and have been adapted for the audience.
- The oral presentation **MUST NOT** differ from the paper that is submitted for the conference proceedings.
- Participants **MUST** ensure that all the necessary material is brought to the event for the oral presentation. Although the presentation will have been submitted to the Metering and Smart Grids Caribbean 2012 management beforehand, the organizers may not have copies of the various presentations readily accessible.

## 5. Company background information

You may submit one page of information giving a brief overview of your company's activities for inclusion in the conference proceedings.

### EXAMPLE:

#### **Company Background Information (Arial 11 points)**

Company: Energy and Development Research Center (EDRC)

Country: USA

#### **(Arial 11 points, 1.5 spacing)**

In recognition of several years of leading work in energy and development within the Energy Research Institute at the University of California, the US National Energy Council decided to consolidate this experience into a center of excellence. This decision led in 1989 to the establishment of the Energy and Development Research Center, which is now located in the Faculty of Engineering and the Built Environment at the University.

Since 1989, EDRC has grown in both size and reputation, attracting funding support from a range of sources, both nationally and internationally, to support its research and projects. Through its research it provides a resource for better policy-making and practical implementation in the field of energy and development.

**COVER PAGE LAYOUT**

**EXAMPLE:** 1.5 spacing, Arial 11 points, Letter

**Title of presentation (Line 18, Centre in Arial 11 points, 1.5 spacing)**

**Author's and/ Co-author's name (Line 19, Centre in Arial 11 points)**

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[www.meteringcaribbean.com](http://www.meteringcaribbean.com)

## **ABSTRACT LAYOUT EXAMPLE:**

### **How can utilities in competitive markets differentiate themselves? – (Line 1)**

John Doe, XXXY Company, Texas, USA (Centre, Arial 11 points, 1.5 spacing)

#### **(Circa 500 words, Arial 11 points, single spacing)**

With the competitiveness of today's business, utility companies must differentiate themselves from their competitors. Although it is widely believed that this can be achieved through competitive pricing and the provision of excellent customer service, a recent survey commissioned by a leading market research company suggests that this is not the case. Rather, keen pricing and high levels of customer service are expected and customers look for other means of choosing their energy supplier.

This paper introduces some recent research into customer attitudes regarding competition and how they will select their utility suppliers. The research suggests that this can be achieved by company branding.

Branding is becoming an important issue for utilities – whose core business is the supply of commodities – as they seek to differentiate themselves from other utilities in competitive markets. In addition, several strongly branded, non-utility related organizations are casting their eyes over the utility market and beginning to see it as an attractive business opportunity. So, utilities may not just be competing with fellow utility providers, but also with strong brands developed over many years. How can utilities develop their brands? Branding is not just a logo, design or an advertisement – it encompasses intangible issues, such as company ethos and values, and creates an emotional relationship with the customer.

#### **Branding through customer care and billing**

This paper describes ways utilities can go beyond their traditional brand development advertising campaigns. Customer information and billing systems provide the key to developing closer relationships with customers and can be used to develop and maintain brand values through the following:

- ♦ The production of printed and electronic bills that communicate brand value enhancing customer account information.
- ♦ Internet self-care technologies that allow customers to deal with the utility at their convenience and, at the same time, receive information about the utility and its offerings.
- ♦ Call centre branding activities that ensure branding is communicated over the phone during efficient and accurate customer contacts.

#### **Customer care in an age of re-regulation**

With all the changes in the energy industries, providing high levels of customer care is not an option. It's a necessity. Utilities need to ensure that their customer care and billing infrastructure meets both customer and regulatory needs, while recognizing that the meaning of customer care is changing. Studies show a shift away from traditional call centers towards customer self-care over the Internet. Customer relationship management (CRM) systems are also becoming key as utilities expand their services to ensure their customers remain happy and are willing to seek out additional service offerings.

#### **Supporting new products and services and differentiating existing services**

Utilities have many opportunities to offer products and services related to their core offerings. Customer care and billing systems need to be able to support and bill for these offerings without requiring massive enhancements, allowing utilities to move with maximum agility.

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## **BIOGRAPHICAL INFORMATION LAYOUT**

The heading of the biography should include the name of the speaker, position, company and country, followed by a short biography. This should contain brief details of educational qualifications and previous experience, including any areas of specialization.

### **EXAMPLE:**

#### **Biography (Line 1, Arial 12 points, 1.5 spacing)**

Speaker: Joe Soap – Dr  
Position: Vice President and Group Executive of metering  
Company: German Utilities Ltd  
Country: Germany

#### **(Arial 11 points, 1.5 spacing)**

Joe Soap is Vice President of German Utilities Ltd. He is an honorary member of the International Association for Metering and Billing and a regional contributor to Metering International.

After graduating from Berlin University with a degree in Electrical Engineering in 1989, Soap worked as an Engineer for meter manufacturer Lucas Incorporated. He was involved in the development of the Tuscan meter which was used by German utilities for a project that involved the installation of 20 000 meters. He was promoted to Senior Engineer in 1992 and then Managing Director in 1995. Soap is a 1997 graduate of Harvard University, where he completed his MBA.

## **POWERPOINT SLIDE PRESENTATION LAYOUT:**

The following format and attached template **MUST** be used. Please note that if a speaker wishes to **ONLY** submit slides for the conference proceedings, the Metering and Smart Grids Caribbean 2012 management will reduce the size themselves to (A5).

- All slides in PowerPoint
- Titles should be Arial, 44 points, Bold
- Subtitles and body copy in Arial, 24 – 36 points, Bold
- No more than 8 lines per slide
- Capitalize each line, not each word
- No more than 24 slides
- Slides may be horizontal or vertical
- Slides should not be numbered
- A slide template is attached to this email

## **THE ORAL PRESENTATION**

### **1. Timekeeping**

Unless otherwise agreed, each speaker has been allocated 30 minutes for his/her presentation, with 5 minutes being allocated to questions from the floor. When you are preparing your talk we suggest you plan for a presentation time of 20 – 25 minutes, depending on the time allocated; this will give the chairman or moderator enough time to introduce you. Please ensure that your presentation does not run over the time allocated.

### **2. Audio-visual equipment**

The conference room will be equipped with an overhead projector, LCD projector, slide projector and lectern with microphone. Please complete the audio-visual equipment form and return it to us so that we are aware of any additional audio-visual equipment you may need.

**SPEAKERS: AUDIO-VISUAL REQUIREMENT FORM**  
**RETURN THIS FORM BY EMAIL BEFORE FEBRUARY 6th, 2012**  
To [kelly.veldhuis@spintelligent.com](mailto:kelly.veldhuis@spintelligent.com) or [thelma.herboldt@spintelligent.com](mailto:thelma.herboldt@spintelligent.com)

Name:  
Company:  
Date:

**Presentation**

Session:  
Time:  
Date:

**AUDIO-VISUAL EQUIPMENT**

Please indicate the audio-visual equipment you need for your presentation:

- LCD projector (connected to your own laptop)
- Laser pointer
- TV / Video
- Other, please specify:

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**SPEAKERS / PANELISTS / MODERATORS / CHAIRMEN PARTICIPATION  
RESPONSE FORM  
RETURN THIS FORM BY EMAIL BEFORE FEBRUARY 6th, 2012  
TO [kelly.veldhuis@spintelligent.com](mailto:kelly.veldhuis@spintelligent.com) or [thelma.herboldt@spintelligent.com](mailto:thelma.herboldt@spintelligent.com)**

Name:  
Company:  
Position:  
Address:  
City: Postal/Zip Code:  
Country:  
Phone: Fax:  
Email:  
Date and time of presentation:

**SPEAKERS, CHAIRMEN AND PANELISTS**

I will be attending on the following days:

- February 22<sup>nd</sup>, 2012 (speakers have free access to the conference sessions)
- February 23<sup>rd</sup>, 2012 (speakers have free access to the conference sessions)
- February 24<sup>th</sup>, 2012 (registration fee applies to all participants attending the post conference workshops)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(ELECTRONICALLY RETURNED FORMS DO NOT NEED A SIGNATURE)

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[www.meteringcaribbean.com](http://www.meteringcaribbean.com)