



## **Paul Grey, Chief Market Strategist, First Data Utilities**

Co-founder of the award winning Peace utility billing system, Paul Grey has overseen utility customer information system development, deployment and implementation for major utilities in 35 markets worldwide. Today, the Peace customer information system is the core of First Data's suite of utility billing products and services which support the entire utility meter to cash cycle.

Paul is regularly invited to present his latest thinking at energy industry forums and conferences on topics such as customer information systems technology, collection best practices, revenue assurance, meter data management, and competitive energy retail market trends. Paul's articles and white papers have been published in a number of prestigious energy publications in North America, Europe and Australia.

Paul is a co-founder of the Utility Customer Switching Research Project which is the world's leading authority on utility customer switching in competitive electricity and gas retail markets. Paul serves on several notable editorial and advisory boards including: the Energyforum Board; the editorial council of the Global Energyforum Report and the Advisory Board of the Energy Utilities Project.